



JOB DESCRIPTION

Job Title:	Head of Library Research Support
Department / Unit:	Library Service
Grade:	8
Accountable to:	Deputy Director (Library)
Accountable for:	Research Data and CRIS Manager Senior Information Assistant (Research Support)
Departmental Background	
The Library, Learning Support, and Culture Division is responsible for providing a range of services to support Royal Holloway's learners, academic staff and researchers. These services include access to, and curation of, digital and physical content, together with the provision of advice and support. The Library Service is comprised of Academic Liaison, Acquisitions and Content Delivery, Customer Services, Library Systems and Research Support. Teams shaping the cultural and learning support strategy of the University are collocated within the Division's portfolio and play a prominent role in the delivery of the University's ambitions.	
Key Tasks	
This strategically important post will have 6 core responsibilities: 1. Manage publications in the College's Open Access research repositories and actively promote the repositories to the College community, alongside the College's Open Access Publications Policy (OAPP). 2. Act as an expert source to deliver data, information and advocacy on the changing nature of scholarly communications, with particular reference to Open Access funder policies and requirements relating to research outputs. 3. To oversee development and delivery of the College's Research Data Management Service, supporting curation of both active and archived data 4. Liaise with academic research leads and staff in Library, Research and Innovation, and IT to deliver a coherent strategy for Library Research Support 5. Manage the Library Research Support Team, providing leadership around effective open access and Research Data Management services, and utilisation of the Current Research Information systems through the research lifecycle. 6. Act as the Library lead for copyright enquiries, advice and policy guidance. This post also forms part of the Library Management Team.	

Service Delivery:

1. Manage publications and content in the research repositories and digital asset systems, including priorities for content development and the organisation of resources within these systems.
2. Monitoring Open Access research outputs (including e-theses) deposited into the research repositories by researchers to ensure they comply with funder requirements, publisher requirements on copyright and versioning; and to ensure the University complies with legal and licensing requirements.
3. Monitoring and reporting on compliance with funders OA policies.
4. Provide library support to the REF preparations including ensuring that the College's Research Information System is fit for purpose for the research output submission for the REF; evaluating and testing new functionality; and feeding back to the vendor on development and implementation plans. Develop REF output submission preparation plans in conjunction with Research and Innovation.
5. Provide library support to the REF by managing the workflows for the collection of bibliographic information and full text files into the College's Research Information System and managing the compliance checking process.
6. Provide detailed reports relating to OA and REF OA compliance from the College Research Information System.
7. Supporting researchers to meet the OA requirements of funders by providing advocacy including REF OA advocacy and the management of the College REF OA fund.
8. Creation of guidance and processes to support the UKRI OA policy.
9. Management of the College UKRI OA fund including processing of Article Processing Charge requests, providing advice on exact requirements and assisting with processing of invoices.
10. To ensure the delivery and development of robust Research Data Management guidance and services which meets the requirements of Royal Holloway's Research Data Management Policy and the policies of external funding bodies.
11. To ensure there is strong advocacy for researchers to create and action Data Management Plans, and that the RDM services that the College provides are promoted to researchers.
12. Working with the Research Data and CRIS Manager to deliver coherent work processes and workflows to support researchers regarding research data access statements within publications including proactive monitoring and reporting.
13. Provide support to the College and authors about bibliometrics, altmetrics and research impact via publication.
14. Working in conjunction with the Library IT Systems Officer and the Metadata, Discovery and Analytics Co-ordinator consider the accessibility and discoverability of content within the repositories and implement improvements.

Communication, Advocacy and Networking:

15. Formulate and deliver advocacy strategies to ensure maximum awareness of the benefits and requirements of the repository, digital collections, Open Access and scholarly communication developments.
16. Promote Open Access for research outputs via both publication and via the Research Information System.
17. Establish and foster close working relationships and knowledge-sharing initiatives with colleagues in the Library, IT and Research & Innovation and other relevant College stakeholders.
18. Develop understanding of national and international Open Access funders' policies, deliver the message to researchers and assist them complying with these policies.
19. Work in close liaison with the Deputy Director (Library) to develop strategies to embed research support more effectively into the work processes of staff at Royal Holloway and manage the Library Research Support Team to operationalise delivery of relevant services.
20. Work closely with the Academic Liaison Team to provide support to research-active staff and PGRs, working to embed providing advice for researchers into the work of the liaison team.
21. Liaise with external projects and bodies (e.g. JISC, UKRI, RLUK, etc) and represent Royal Holloway in national developments (as appropriate) and contribute to continuing professional development.

General:

22. Be the Library's lead contact for copyright queries, providing advice and guidance to members of the College and ensuring compliance with copyright legislation and licences such as the CLA licence.
23. Monitor and contribute to national policies, frameworks and strategies with implications for OA, representing Royal Holloway in external fora where appropriate.
24. Maintain and enhance professional knowledge through attendance at conferences, keeping up to date with professional literature, publications and other relevant professional activity to identify best practice elsewhere.
25. Participate in Library and College project work and activities, as required, to meet the University's strategic aims and goals.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and External Relationships

The post holder will be required to work closely with all colleagues within Library Services, Learning Support and Culture.

The following list is not exhaustive, but the post holder will also be required to liaise with colleagues in other areas, including:

Internal:

- Finance
- Human Resources
- IT Services
- Legal Services
- Research and Innovation
- Academic Schools – Administrative and Academic Staff
- Student and Academic Services teams

External:

- Funders, for reporting and policy compliance purposes (e.g. UKRI)
- System vendors
- HE library networks (e.g. RLUK, SCONUL)

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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	Essential	Desirable
Knowledge, Education, Qualifications and Training A first degree in an academic discipline Postgraduate qualification in librarianship, information science or information management and/or recent work experience at a senior level in a library or information service. Post-qualification experience of working in a library or similar information service Leadership or management qualification	X X X	 X
Skills and/or Abilities Excellent verbal and written communication skills, including the ability to give presentations and write formal reports for different stakeholders Ability to present complex information in a concise and clearly understandable manner to a variety of different user groups Excellent organisational, planning and problem-solving skills to ensure activities are completed within required timescales, reprioritising as required	X X X	

	Essential	Desirable
Ability to work collaboratively as part of cross-disciplinary teams to achieve joint goals	X	
Possess strong administrative skills with excellent attention to detail	X	
High degree of confidence with standard IT applications, web-based systems and databases	X	
Ability to develop, implement and monitor new systems, processes and workflows effectively to improve efficiency, compliance and user experience	X	
Self-motivated with the ability to work with minimal supervision and to take decisions as appropriate to role	X	
Ability to work in cross disciplinary teams to meet common goals	X	
Ability to build and maintain effective working relationships with staff and students at all levels in the University and with external stakeholders	X	
Customer focussed	X	
Display a versatile, adaptable and enthusiastic attitude and use initiative in a busy, changing environment	X	
A commitment to own personal professional development	X	
Experience		
Experience of effective line management or supervision	X	
Experience of information work	X	
Experience of copyright compliance work	X	
Experience of project management	X	
Experience of designing and delivering informative and engaging advocacy activities		X
Familiarity with repository software and its uses	X	
Knowledge of relevant metadata standards	X	
Knowledge of copyright within an HE environment		X
Knowledge of Open Access and scholarly communications initiatives and policies within the UK HEI environment	X	
Experience of managing OA funds, providing advice to researchers, compiling reports and providing informed input in content subscription model decision making		X
Other requirements		
Membership of a relevant professional body		X