

JOB DESCRIPTION

Job Title:	Library Digital Services Manager
Department / Unit:	Library, Learning Support and Cultural Services
Job type	Full-Time, Permanent, Professional Services
Grade:	RHUL 7
Accountable to:	Deputy Director, Library Services, with a dotted line to the Head of Research, Teaching and Learning Applications in IT Services
Accountable for:	N/A
Purpose of the Post	
The Library Digital Services Manager is a crucial role with operational responsibility for the Library and Culture Directorate's digital services. The postholder will ensure the University gains maximum benefit from its investment in library digital services ensuring an effective, efficient and positive experience for students and staff navigating and engaging with these services and resources. Library Services operations, collections, content and services are underpinned by a range of specialist systems, applications and equipment. Library Services is responsible for the effective deployment of these, working within the University's procurement, IT architecture, IT security, and data protection frameworks. The Library's services and systems portfolio changes regularly. The remit of the postholder includes the following: • Library services platform (library management system): Alma • Resource discovery system: Primo VE • Resource delivery system (seamless and remote access to e-resources): EZproxy and Open Athens • Reading List Management System, Talis Aspire • Archives and Art Collection System, Axiell EMu/IMu. • Various online tools and equipment – for example Springshare referencing software, self-service kiosks, book sorter, RFID equipment. The postholder reports to the Deputy Director, Library Services, who leads on the strategic development of digital services across the Directorate. The postholder will liaise with Library and Culture Service's managers, super-users and other colleagues on digital service requirements and improvements. The postholder is the Library's key liaison with the University's IT Services department on operational matters, acts as the primary contact for many third-party providers and their support teams, and is instrumental in driving continuous service improvement across the directorate.	

Key Tasks

Expertise in library digital services, applications and standards

1. Be the main point of contact and advice for best practice in your area of expertise. Provide technical architectural expertise and advice to team members and ensure these are aligned to organisational goals, objectives and standards.
2. Working within Library Services and IT policies and architecture, analyse, design, test and release applications on time and to specification to deliver the required benefits; prioritise and perform upgrades, fix requests or minor enhancements, including development & testing.
3. Drive a culture of continuous service improvement within Library and Culture Services, including liaising with IT Services on Library digital services deployment, migration, maintenance and development, as appropriate.
4. Provide guidance on emerging library standards, tools and systems that may shape the future delivery of innovative library services, supporting the Deputy Director and Library Management Team in planning.
5. Play a role in being part of a community of practise with IT Services, sharing knowledge of Library and Culture digital services with IT colleagues minimising risks around single points of knowledge. This role will act as the Technical Service Owner for library and culture digital services, working alongside IT to deliver mature ITIL (in-house training provided) methodology to services.
6. Provide second and third line support for services within the teams remit and act as an escalation for technical difficulties, complex or urgent queries, issues and incidents; responding to and resolving issues from users and staff, contributing to an excellent user experience.
7. Manage the library services platform, as well as the resource discovery and content delivery tools, coordinating roll-out of new features across the Directorate, ensuring an excellent end-user experience.
8. Maintain the archives and art collection system, overseeing the deployment of upgrades and other maintenance activities, and working with the Culture Team to introduce enhancements and improvements.
9. Deliver user-facing services which are designed and implemented based on an in-depth understanding and analysis of user requirements and user experience (UX) in a modern university library environment.
10. Provide full-service delivery responsibility, undertaking structured planning to ensure sufficient system capacity is made available. Ensure that renewal plans to replace any obsolete or at-risk technology are timely; and that Service Level Agreements (SLAs) with are being met or exceeded.

11. Support the implementation and effective operation of ITIL processes including change, request, service, incident, capacity and problem management.

Metadata and Discovery

1. Provide advice and guidance on Metadata and Discovery in relation to metadata standards and their future development, delivery, normalisation in the Library Management System and the Resource Discovery System; with the focus being on continually improving the ease with which users can discover and gain access to the Library's resources and collections.
2. Ensure that user records are supplied to the Library Management System in accordance with the Library's requirements, and resolve issues relating to inaccurate or missing records.
3. Support decision-making with management information data, insights and analysis, and by training relevant colleagues on reporting tools.
4. Lead on managing operational data within library digital services, and to develop and maintain data flows between systems to support interoperability.

Configuration, Administration and Enhancement of Library Digital Services

1. Support the configuration of authentication and authorisation pathways for electronic resources and be responsible for the administration of the resource content delivery system.
2. Document library digital services-related work for knowledge management and service support purposes and support Business Continuity Planning for the department.
3. Provide advice and training to library staff in optimising digital services to enhance user experience and accessibility; either delivering this directly or coordinating other trainers/super-users/vendors, as appropriate.
4. Actively manage relationships with vendors ensuring awareness of Digital Technology Road Maps. Act as a liaison point between the service and key vendors on updates, upgrades, and fault escalations and maintaining key relationships to the advantage of the service.
5. Create and maintain up to date Production Systems Architecture diagrams for each application within the Portfolio alongside standard IT Technical documentation deliverables throughout the system life cycle.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and commensurate with their grade, as requested by the line manager.

The post holder may also 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 colleagues within Library and Cultural Services, and IT Services. The following list is not exhaustive, but the post holder will also be required to liaise with colleagues in other areas, such as:

- Academic Schools
- Student Services
- Human Resources
- Finance

PERSON SPECIFICATION

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

Job Title: Library Digital Services Manager

Department: Library and Culture Services

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Degree level qualification in Librarianship, Information Science, or related discipline, or equivalent professional experience.	X		Application form
Qualified/Chartered Librarian or equivalent professional library experience.		X	Application form
Excellent understanding of how current library-related systems are maintained and configured.	X		Application form/ Interview
Understanding of current trends in library collection management and library content supply.	X		Application form/ Interview
Skills and Abilities			
The ability to effectively identify, analyse and resolve complex problems.	X		Interview
Digital skills, including confidence using IT, such as printers and software including Microsoft Office 365 tools.	X		Application form
Demonstrated ability to analyse and interpret library usage data to inform decision-making and continual service improvements.	X		Application form/ Interview
User Centred Design: An aspiration for excellence in skills related to library user research & testing; usability and Accessibility.	X		Application form/ Interview
Highly organised and efficient, with a proven ability to manage workload and meet deadlines.	X		Interview

Strong communication skills, with the ability to effectively convey information to diverse audiences in both written and oral formats.	X		Interview
Ability and willingness to contribute to successful teamwork and take a continuous improvement approach using initiative and feedback to plan and implement improvements.	X		Interview
Experience			
Experience of working in a complex environment and engaging effectively with colleagues.	X		Application form/Interview
Experience in a Library or other education or Information role.		X	Application Form/Interview
Other requirements			
A commitment to use Equality Diversity and Inclusion values to ensure a supportive and fair working environment.		X	Interview