

**Library Experience Librarian**

Faculty / Department:	Library & Learning Resources	Grade:	<i>MA1: Salary range</i>
New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade			
Responsible to:	Head of Library Experience	Responsible for:	Library Experience Co-ordinators

Job Purpose

Reporting to the Head of Library Experience, the Library Experience Librarian will be responsible for the development and delivery of first- and second-line enquiry services in person and online, providing an advisory service to library users and ensuring the implementation of a positive library experience for all University staff, students, and external users across all library service points.

Main Activities and Responsibilities

1. Management of the only live university virtual enquiry service, Monday-Friday with 24/7 external support, including instant live chat and text/email support.
2. Supporting the on-campus help desk service, responding to higher level subject enquiries at two busy campus libraries.
3. Development and evaluation of front-line services to support the university's strategic priorities of academic excellence and to address quality measurements including the National Student Survey.
4. Contribute to the strategic development and implementation of policies, procedures and services relating to customer services and learning space development with a view to delivering the highest quality services and maximising their effectiveness
5. Deputising as appropriate in the absence of the Head of Library Experience
6. Promotional and outreach activities, both individually and as part of teams, so that academic staff and students are aware of the full range of services provided and how to access them
7. Representation at appropriate University Committees, communicating closely with the Head of Library Experience on developments that may impact the library experience.
8. The collection, both formally and informally, of information about the needs of students and staff
9. Development of training materials, procedures and other documentation and the delivery and evaluation of training programmes
10. Management of teams of Library Experience Co-ordinators, including recruitment, and conducting Individual Performance Reviews (IPRs)



11. Contributing to, and where appropriate leading on projects, either within L&LR or BCU more widely.
12. Contribution to the quality assurance and assessment of L&LR, related to designated areas. This could include the provision of timely and appropriate management information to inform decision making, including the measurement of KPIs and standards.
13. Contribution to other L&LR / University-wide initiatives (for example, Customer Service Excellence, BCU Graduate+, FE liaison activities and international partnerships)

Person Specification

Essential Criteria	Application Form / Support Statement / Interview
1. Degree and/or postgraduate qualification in librarianship or information science and/or educationally or professionally related area and/or equivalent experience.	Application Form / Support Statement / Interview
2. Experience of working in a customer focussed environment, preferably within the library sector	Application Form / Support Statement / Interview
3. Demonstrable understanding of, and commitment to effective customer service provision, including the delivery of enquiry services and learning space development	Application Form / Support Statement / Interview
4. The ability to cope with an environment of change	Application Form / Support Statement / Interview
5. The ability to innovate	Application Form / Support Statement / Interview
6. Excellent communication and interpersonal skills, able to engage others to build collaborative working relationships with a wide range of stakeholders with diverse professional and academic backgrounds	Application Form / Support Statement / Interview
7. A high degree of organisational ability	Application Form / Support Statement / Interview
8. Excellent digital literacy, being able to use word processing, spreadsheet and communication applications, e.g. MS Word, Excel, Outlook, Teams and willing to learn and explore new tools and technologies relevant to the role.	Application Form / Support Statement / Interview
9. Demonstrated ability to work collaboratively in a diverse and inclusive environment and commitment to reflective practice, open communication, and constructive feedback and challenge	Application Form / Support Statement / Interview



10. Collaborative approach to team working, with strong commitment to sharing CPD.	Application Form / Support Statement / Interview
11. Excellent time management and organisational skills with the ability to prioritise, plan and manage own workloads in a busy and continuously changing environment.	Application Form / Support Statement / Interview
12. Demonstrable ability to drive and support service change and contribute to a culture of continuous service improvement	Application Form / Support Statement / Interview
Desirable Criteria	
13. Experience of leading and motivating teams	Application Form / Support Statement / Interview
14. Knowledge of developments in the higher education sector	Application Form / Support Statement / Interview

- Application Form – assessed against the application form. Normally used to evaluate factual evidence e.g. award of a qualification. Will be assessed as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation and discussion, or teaching session etc.