

e-Resources and Serials Specialist

Faculty / Department:	Library and Learning Resources (L&LR)	Grade:	SO1: <i>Salary range</i>
New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade			
Responsible to:	e-Resources & Serials Manager	Responsible for:	N/A

Job Purpose

This post supports the e-Resources & Serials Manager in the effective management and maintenance of L&LR's collections of subscribed content, both print and electronic, under the agreed licencing terms and on library and supplier systems.

This post processes orders, renewals and cancellations of e-resources and serials and work collaboratively with relevant library teams and University departments to enable access and discovery across library systems and workflows.

This post collates and interrogates usage data across library and supplier systems to provide management reports, inform purchasing decisions and assess value for money.

This post serves as the subject expert of e-resources and serials management and resolve enquiries from service users and stakeholders.

Main Activities and Responsibilities

1. Process orders, claims, receipting, renewals and cancellations of e-resources and serials, ensuring compliance with University procurement and finance guidance, relevant frameworks, regulations and legislation.
2. Manage and maintain e-access to library collections on specialist systems, ensure the up-datedness of e-resource knowledge bases and maintain authentication protocols, including the proxy configuration files, for e-resources.
3. Maintain an operational oversight of licences of library collections to support access compliance.
4. Knowledge of the copyright considerations relating to e-resource provision and licencing.
5. Investigate, manage and resolve enquiries relating to acquisitions and subscriptions, access and discovery to library collections from library users and stakeholders.
6. Collect, evaluate, analyse and present usage data of library collections to inform acquisition and subscription decisions.
7. Contribute towards the development of processes and workflows and delivery of projects relating to acquisitions and subscriptions.
8. Provides support and guidance to library staff on matters relating to e-resources, e-access and related tools.
9. Maintain effective relationships with suppliers and publishers, and other University departments such as IT, Procurement and Finance.
10. Maintain and develop knowledge of own subject fields. Monitor innovations and trends to contribute towards L&LR service development.



Person Specification	
Essential Criteria	Application Form / Support Statement / Interview
1. A good general standard of education, at least GCSE or equivalent.	Application Form / Support Statement
2. Experience in the supply of library content, including e-resources and serials management, sector-wide deals and framework agreements and their use to deliver value for money.	Application Form / Support Statement / Interview
3. Experience of library and content technologies i.e. library management systems, discovery systems, digitised content delivery services and/or analytics.	Application Form / Support Statement / Interview
4. Ability to adapt and work effectively on complex and changing systems.	Application Form / Support Statement / Interview
5. Ability to establish and maintain effective relationships with suppliers and monitoring their service delivery.	Application Form / Support Statement / Interview
6. Ability to analyse and evaluate data in order to produce and represent reports to a range of audiences.	Application Form / Support Statement / Interview
7. Strong service user focus and values.	Application Form / Support Statement / Interview
8. Ability to interpret, assimilate and communicate complex information to a range of internal and external stakeholders.	Application Form / Support Statement / Interview
9. Analytical thinking and problem solving skills.	Application Form / Support Statement / Interview
10. Ability to work on own initiative and in a team environment.	Application Form / Support Statement / Interview
11. Ability to establish and maintain effective working relationships with library staff, University departments and other service stakeholders.	Application Form / Support Statement / Interview
12. Proactive and positive attitude to service delivery and continuous service improvement.	Application Form / Support Statement / Interview
Desirable Criteria	



13. Knowledge of digital tools, standards and initiatives, e.g. SUSHI, OpenURL, KBART and COUNTER etc.	Application Form / Support Statement / Interview
14. Knowledge of Open Access and wider scholarly publishing environment.	Application Form / Support Statement / Interview
15. Experience of managing a team.	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.