

Job Description

Job Title:	Digital & Discovery Manager
Career (R&R) Level:	Team Leader/Manager
Department:	Library & Learning Skills
Reporting to:	Head of Collections & Research
Location:	Any UK Campus / Homeworker
Direct Reports:	Library Learning Advisor Collections & Library Acquisitions & Discovery Assistant (Offshore)

Library & Learning Skills

The Library & Learning Skills (LLS) Service at the University of Law supports all students and staff, regardless of location. We have physical libraries at each of our UK campuses, alongside online collections and support, supporting students studying online or at partner institutions in the UK and globally. Our four teams (Collections & Research, Learner & Enquiry Support, Programme & Learning Enhancement and Study Skills) provide the professional expertise and high quality, relevant, accessible resources to equip our students and staff with the information literacy, digital and academic skills to navigate learning and teaching at the University of Law with confidence, and to excel in their lives beyond.

Digital & Discovery Librarian

Main function of Job:

The Digital & Discovery Manager develops new technologies and improves processes to make a positive impact on our services. They manage and oversee processes to resolve any access issues with online resources within the LLS collection. They ensure that online holding are accurate and up-to-date, work with colleagues and suppliers to integrate systems where appropriate, and conduct trials of new resources and usability testing. The Digital & Discovery Manager works remotely with regular time spent on a UK campus and will on occasion be required to travel to other UK campuses to attend meetings and training and development events.

Key responsibilities include:

- Manage and enable access to online resources within the LLS collection
- Ensure robust provision of authentication for single sign on access to enable seamless access to resources
- Updating LLS and University colleagues on the development and adoption of Artificial Intelligence (AI) tools which support use of the online resources
- Management, development and appraisal of Library Learning Advisor Collections & Library Acquisitions & Discovery Assistant (Offshore)
- Collate, analyse and report on resource usage data to enable evidence-based decision making on acquisitions across the Library collection
- Collaborative working with stakeholders at all levels to gather insight, develop and improve the online Library collection

- Management of the Library Service online presence on all platforms as one of a group of editors across the service with particular responsibility for ensuring that e-resources are well-integrated and promoted

Reporting Lines:

- The Digital & Discovery Manager reports directly to Head of Collections & Research and has the Library Learning Advisor Collections & Library Acquisitions & Discovery Assistant (Offshore) as direct reports

Specific Responsibilities:

Management of electronic resources and the Library's discovery platform

- Lead the development of the Library's online resources; maintain accurate holdings information including current subscriptions, back files and packages
- Manage, customise and develop the discovery layer for our Library Management System (LMS), with the aim of improving findability and seamless access
- Respond to and proactively seek stakeholder feedback on the access to the online collection to monitor the quality and continually develop it utilising user centred design principles
- Develop and update processes and workflows to improve the accessibility and discoverability of the online collection
- Collaborate with technical experts internally and externally to maximise impact and to benchmark with best practice in the sector
- Manage and provide training to Library colleagues on digital resources enquiry support
- Manage the administration of digital resource licences ensuring that University policies and processes are complied with
- Support the Head of Library Collections & Research in negotiations with external suppliers relating to the acquisition and renewal of online resources

Continuous service improvement and business delivery

- Collate and provide appropriate management information on usage of electronic resources
- Monitor and evaluate return on investment for electronic resources
- Assess and report on supplier performance
- Ensure continued access to electronic and digital information collections, manage reporting of problems and liaise with suppliers and IT department to troubleshoot and resolve any access issues
- Work in collaboration with the wider Collections and Research team to ensure the collection is relevant for course provision and underpins reading list requirements
- Create and update content on all LLS online platforms to support users to access the content and resources they need
- Monitor and report on e-resource compliance with legislation e.g. Equal Opportunities, SENDA, DDA, Data Protection, GDPR, accessibility standards etc.
- Co-ordinate and evaluate a key area of student-facing activity across the University (for example: use of discovery system, response to calls allocated from the IT Servicedesk) and adopt an inclusive, insight-led approach
- Participate in the delivery of our collection development and research support activities
- Lead and contribute to projects as part of ongoing service improvement

Learning Support and Digital Learning

- Work with the Technology Enhanced Learning Team to assist with design of self-directed online materials for inclusion in our skills platform with support from LLS colleagues specialising in digital delivery
- Represent LLS on cross departmental projects relating to Learner Analytics, ensuring that LLS resources are included in the overall analysis
- Collate information on developments of Artificial Intelligence (AI) tools available via online resources, liaise with colleagues across the University to ensure that any adoption of these tools complies with institutional policies
- Design and provide training relating to the online collection and discovery tool, for LLS and stakeholders across the University, to inform teaching and enquiry management supporting student attainment and staff success

Customer support / client service

- Champion and embed our customer service values in interactions with students and other stakeholders
- Act as a key contact for owning and resolving customer and supplier issues and enquiries
- Oversee online and in-person enquiries about online resources and ensure the team provides professional and timely responses
- Promote and maintain effective relationships with students, staff, suppliers and other stakeholders, ensuring they are dealt with in a professional manner
- Create and maintain FAQs and troubleshooting guidance relating to accessing the online collection
- Proactively seek feedback and contribute to quality assurance activities

Teamwork and Team Management

- Management, development and appraisal of members of the LLS team, including participation in recruitment activities
- Promote and sustain a constructive, supportive and friendly working relationship with all service users, external and internal, immediate and senior management and other colleagues in order to maintain high levels of client support or delivery
- Proactively participate in relevant University and departmental activities, meetings and events to raise the profile of LLS and to contribute where appropriate
- Provide support and cover for colleagues within LLS as required
- Develop confidence amongst wider LLS colleagues in responding to enquiries about electronic resources and seek their feedback about any proposed developments to online resources
- Deputise for senior LLS colleagues on projects and in meetings as appropriate

Professional Skills

- Actively take responsibility for own personal career development and networking
- Undertake training as required
- Develop and maintain professional networks within libraries and HE
- Keep updated on relevant developments in relation to presenting information, information retrieval and technological innovations in the provision of electronic resources

In addition to the responsibilities listed above, the job holder may be required to perform other duties as assigned by their line manager or the LLS Leadership Team.

The job holder has a duty to take reasonable care for the health and safety of themselves and of other persons with whom they come into contact at work. The job holder also has a duty to co-operate with the University in complying with any statutory duty or requirement concerning health and safety at work. In particular, they must familiarise themselves with the Health and Safety Policy and its safety and fire procedures.

This job description is to be read in conjunction with the relevant Roles and Responsibilities Career Level document.

Job description is correct at September 2025. It may vary in consultation with the post holder to reflect changes within the market place, in LLS and the University.

Signed by:**Post Holder**.....

Print Name:

Date:

Person Specification

Job Title: Digital & Discovery Manager

Role Level: Team Manager/Leader

Department: Library & Learning Skills

1. TRAINING & EDUCATION

Essential	Desirable
- Educated to degree level or equivalent qualification / professional experience - Library or Information qualification, or suitably qualified by experience	- Completed Ex Libris' Alma and Primo certification or willingness to undertake - IT qualification (e.g. ICDL/ECDL)

2. EXPERIENCE

Essential	Desirable
- Experience in the development of Library technologies, such as discovery systems, library management systems, online catalogues or digitised content delivery services - Experience of working with e-resources - Experience of liaison with stakeholders in an academic environment - Experience of working with technical services teams - Experience of delivering excellent services and solutions for Library users, with a strong customer focus - Experience of providing data and metrics for evidence-based decision making	- Experience managing the development of an LMS discovery layer - Experience of setting up import profiles for e-resources - Experience of working in an academic, business or legal library or information service - Awareness and understanding of the licensing access models related to discovery - Experience of LibGuides CMS - Experience of coding, creating, updating internet resources - Experience of managing people, including remotely

3. SKILLS & KNOWLEDGE

Essential	Desirable
- Knowledge of EZproxy and Shibboleth/OpenAthens authentication software - Familiarity with Ex Libris' Alma and Primo - Awareness of AI tools, particularly those relating specifically to online Library/HE resources - Excellent communication skills - Excellent time management and organisational skills - Strong IT skills e.g. confident user of Microsoft Office products and able to troubleshoot IT problems - Current awareness of developments in academic libraries	- Sound understanding and experience of other systems in use in HE libraries. e.g. knowledge base, link resolver, authentication systems. - Knowledge of Html5, Xml, css, java script, ebook formats and platforms - Commitment to understanding best practices in web usability, user experience and emerging library technology trends

4. BEHAVIOURAL SKILLS

Essential
- Able to work as part of a team and motivate others - Proactive and flexible - Reflective practitioner - Able to work on own initiative and prioritise own workload - Able to work under pressure to deadlines - High level of accuracy and attention to detail

5. SPECIAL CIRCUMSTANCES

Essential
- Occasional weekend or evening working due to planned work such as upgrades - Willingness to travel on occasion to campuses across the UK