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Library Manager & Liaison Librarian (Medicine)

Department/Division/Faculty:	Library Services
Campus/Location:	Charing Cross Campus (Hammersmith) (hybrid – minimum 60% on-site working, subject to local staffing levels)
Job Family/Level:	Professional Services Level 4 (Salary scales)
Responsible to:	Head of Library Liaison (Medicine and NHS)
Line management for:	Library User Services Coordinator
Key working Relationships (Internal):	Campus library team, other library teams, Faculty of Medicine staff and students, Estates, ICT, Security
Key Working Relationships (External):	NHS Trusts covered by Service Level Agreements, Imperial College Health Science Centre
Contract type:	Full-time, permanent

Purpose of the Post

The postholder is responsible for providing high-quality, proactive support services to meet the learning, teaching and research needs of the Faculty of Medicine and partner NHS Trusts. This is a challenging, complex role that is broad and busy encompassing both high level liaison and relationship management with internal and external stakeholders, design and delivery of innovative research and teaching services, management of a medium sized team, management of library services at a designated campus medical library and cross team responsibility for planning and delivering library projects and activities.

The Library Manager and Liaison Librarian will develop and sustain effective relationships with a broad range of users and act as the primary contact point between the Library and the Faculty of Medicine on the designated medical campus. This will include continually seeking out and forming new relationships in order to increase engagement between the Library and academic departments across Imperial College. They will work with colleagues in the Library Medicine Liaison team to design and deliver a full range of embedded and standalone training and frequent 1:1 support for students, staff and researchers in the Faculty of Medicine.

The postholder is responsible for management of a designated campus library including the line management of the Library User Services Coordinator and overall management of the wider library

team. They are also responsible for health and safety management and the co-ordination of library activities with those of other libraries within the College.

Library Services provides consistent service delivery across all departments, so, whilst the principal role is with the designated campus, the postholder will be expected to deliver services to other College sites as business and operational needs arise.

We develop our services portfolio to meet the evolving nature of the College and NHS's requirements so the postholder will be expected to continually develop their knowledge and skills. Expertise and a professional interest in areas such as information literacy, health literacy, systematic review methodology, active/technology enhanced learning, generative AI, and scholarly communication are required.

Your usual hours will be 9-5 Monday – Friday but you may occasionally need to work outside these hours to fulfil duties.

Key Responsibilities

1. **Relationship management**
    a. To build and manage effective relationships between Library Services and the Faculty of Medicine's staff and students, to understand their academic support needs and library requirements. This will include representing the Library at relevant committees and meetings, assessing the medical libraries services and resources against academic priorities reporting back and making recommendations to inform both strategic and operational service development.
    b. To act as an advocate for library services and to monitor their effectiveness and relevance to departments.
    c. To support departments in planning and preparing for College and external teaching and learning audits and quality assessments.
    d. To ensure front-line support for IT, liaising with local ICT teams to troubleshoot and resolve IT problems.
    e. To maintain effective liaison with all other Library teams to ensure needs of the Faculty of Medicine/NHS Trusts are understood and considered.

2. **Teaching, learning and research support**
    a. To plan, develop and deliver services to support the learning, teaching and research activities of the departments, academic programmes and research groups which fall within the remit of the Liaison Librarian, in accordance with agreed levels of service provision. This will include:
        a) Chairing and taking part in Library Medicine Team working groups to plan team activity, allocating work across the medicine teams and ensuring work packages are delivered on time.
        b) Collaborating with colleagues in the Scholarly Communications Management and other Liaison teams, to create and deliver research support services to meet the requirements of the Faculty of Medicine's research community. To contribute any

particular disciplinary considerations and an understanding of the departments' priorities and practice.

c) To use specialist subject knowledge and skills including expertise systematic review methodology and advanced database search techniques to support systematic reviews and train and advise postgraduate researchers on systematic review and related evidence synthesis techniques.

d) Collaborating with the Senior Teaching Fellow (Library Services) and the Business, Engineering and Natural Sciences Liaison Team, to create and deliver a scalable, innovative and sustainable information literacy programme. Work with senior colleagues in the Faculty of Medicine to ensure alignment with the Faculty of Medicine's pedagogic approach and that library teaching is fully embedded in the curriculum of undergraduate and postgraduate taught programmes.

e) Dealing with enquiries on all aspects of library services and users' changing requirements including complex enquiries requiring detailed subject knowledge.

f) Providing services to the NHS in accordance with service level agreements with relevant Trusts and taking account of national NHS library and knowledge services priorities and working to improve outcomes as assessed annually by the Quality Improvement Outcomes Framework.

b. To be aware of Medicine-specific open access funder policies regarding research outputs and data in order to support departments in their transition to Open Access publishing; acting as an advocate and an initial contact point for enquiries.

3. Library Management

a. Managing the smooth running of the campus library, ensuring that service activity is planned and delivered to a high standard and working with other campus libraries to mitigate disruption, manage staffing levels and ensure a consistent service.

b. Be responsible for the delivery of excellent, customer focused services by training staff and setting standards, leading by example and maintaining a culture of continuous service improvement.

c. To be responsible for ensuring security and maintenance of the campus library, ensuring the fabric of the library is in good order and fit for purpose and that space, furniture and equipment requirements are closely monitored.

d. Ensuring local compliance with health and safety law and College policy by acting as Section Safety Coordinator. Including regular risk assessment and mitigation; management of local emergency planning and evacuation procedures; and regular assessment of the campus library for health and safety and building issues.

e. Liaison with Library Administration and Operations, College Security, College Health and Safety and College Estates and Campus Services and/or NHS Trust Estates to ensure any building and health and safety issues are recertified.

4. Resource Management

a. In consultation with the Faculty of Medicine, NHS and library colleagues, to manage the relevant information resources (print and electronic) ensuring they continue to meet the academic and clinical needs of the Faculty of Medicine and NHS and provide value for money. This will include the collection development activities such as, evaluation, testing, selection, monitoring usage, weeding, as well as investigating new ways of delivering content.

b. To manage and monitor regular expenditure from delegated library resource budgets.
c. To provide reading list support and training to academics and administrators and if required to input reading lists into the Leganto reading list system.
d. To support the Leganto reading list activity by working with the Faculty of Medicine to deliver reading lists based around the College academic structure and programme requirements.

5. Staff Management

a. To lead a campus library team delivering a consistent, high-quality service to users.
b. To be responsible for the line management of the campus library team, including training, development and performance management.
c. To be responsible for the planning, organisation and delivery of personal work and the work for campus library teams, working with those within and outside of Library Services to balance competing and changing demands personally and for your team.
d. To participate in the staff selection process across Library Services and make recruitment and selection decisions for the campus library team up to level 2b
e. Use professional knowledge and experience to train staff to a consistently high standard.

6. Communication

a. In collaboration with colleagues, to create, produce and update guides, support material, online tutorials and other publications in appropriate subject or service areas using a wide range of multimedia design and editing tools.
b. To actively promote library services and resources and their use in learning, teaching and research.

7. Other responsibilities

a. To deputise for the Head of Library Liaison (Medicine and NHS) as necessary.
b. To carry out duties as required and work closely with colleagues across the department to deliver a consistent coordinated library service.
c. To participate in cross departmental and cross College projects as may be required and as agreed by the Head of Library Liaison (Medicine and NHS).

8. Continuing Professional Development

a. To work closely with library colleagues and to develop external networks to share knowledge and best practice in the development of collections and promotion of service excellence.
b. To pursue a programme of self-development and continual updating of skills, demonstrating an active interest and understanding of new technologies and policies and their relevance to learning, teaching and research (e.g. generative AI tools and tools to support systematic reviews and evidence synthesis).

Please note that job descriptions cannot be exhaustive and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

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Person Specification

Requirements Candidates/post holders will be expected to demonstrate the following:	Essential (E)/ Desirable (D)
Education	
1. Education to degree level, or equivalent qualifications or experience.	E
Experience	
2. Substantial experience in delivering library services within a higher education/healthcare/research environment and an understanding of current trends in their delivery.	E
3. A demonstrable track record of providing training and support for library users on a 1:1 basis and in large groups, both face to face and online.	E
4. Substantial experience in providing guidance and personal support on the use of electronic and print information resources using expert knowledge to satisfy in depth, complex enquiries.	E
5. Proven competence and experience of successfully managing staff in a service orientated environment, including staff training and development and performance management.	E
6. Experience of providing support to the research community which would include familiarity with one or more of the following areas: open access publishing, research data management or bibliometrics	E
7. Experience of successfully managing projects. Working with and or across teams to deliver successful outcomes.	E
8. Experience of managing library sites or spaces.	D
9. Experience of supporting academic departments in developing reading lists and using reading list software such as Exlibris Leganto or Talis Aspire.	D
10. Experience of developing and maintaining collections of library resources to support learning, teaching and research in line with academic priorities.	D
11. Experience of supporting users conducting systematic reviews and other related evidence synthesis methodologies.	D
Knowledge	
12. A good working knowledge of the issues, trends and discussions around Open Access within the UK higher education sector.	E
13. Understanding and awareness of current and emerging teaching/learning practices.	E
14. An understanding of the research life cycle and requirements of a scientific research community.	E

15. Knowledge of health and safety legislation and risk management practices.	D

Skills & Abilities

16. Demonstrable evidence of strong advocacy and influencing skills and an ability to interact and build working relationships with a wide range of stakeholders.	E
17. Excellent organisational and time-management skills with evidence of the ability to manage competing demands to deliver work to agreed deadlines and quality standards.	E
18. An enthusiastic, self-motivated, team player, with a high level of personal responsibility and initiative, who is committed to achieving team goals through cooperation and mutual support.	E
19. Excellent, proven customer care skills with experience of working in a frontline service environment.	E
20. Excellent written and verbal communications skills, required to deliver teaching, respond to complex enquiries and liaise with staff, students, and wider College teams.	E
21. Strong ICT skills, including the use of Microsoft Office applications, virtual learning environments, reading lists software, and generative AI tools.	E
22. Expert skills in bibliographic database searching and reference management that allow you to train and support library users carrying out systematic reviews and other advanced evidence synthesis methods	E

Further Information

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Our values are at the root of everything we do and everyone in our community is expected to demonstrate Imperial:

- Respect
- Collaboration
- Excellence
- Integrity
- Innovation

Employees are also required to comply with all Imperial policies and regulations.

We are committed to equality of opportunity, to eliminating discrimination and to creating an inclusive working environment for all. We encourage candidates to apply irrespective of age, disability, marriage or civil partnership status, pregnancy or maternity, race, religion and belief, gender reassignment, sex, or sexual orientation. You can read more about our commitment on our webpages.

[Insert for posts subject to criminal records (DBS) checks]

As this post is exempt from the Rehabilitation of Offenders Act 1974, a satisfactory Disclosure and Barring Service (DBS) check, at the appropriate level, will be required for the successful candidate.

[Only to be included for Academic and Research Jobs]

Imperial is a proud signatory to the San-Francisco Declaration on Research Assessment (DORA), which means that in hiring and promotion decisions, we evaluate applicants on the quality of their work, not the journal impact factor where it is published. For more information, see https://www.imperial.ac.uk/research-and-innovation/about-imperial-research/research-evaluation/

Imperial believes that the use of animals in research is vital to improve human and animal health and welfare. Animals may only be used in research programmes which are ultimately aimed towards finding new treatments and making scientific and medical advances, and where there are no satisfactory or reasonably practical alternatives to their use. Imperial is committed to ensuring that, in cases where this research is deemed essential, all animals in our care are treated with full respect, and that all staff involved with this work show due consideration at every level. Find out more about animal research at Imperial.

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