Job Description

Position: Collections Team Leader

School/Service: Student Services and Experience

Reference: SSE-038P

Grade: 6

Status: 2 year fixed-term contract

Hours: Full-time - 36.25 hours per week (Some work outside of these hours may be required e.g., Open Days, Welcome and Induction events, attending staff development sessions)

Responsible for: Team comprising of a Senior Library Assistant in support of the Library's electronice resources, databases, printed journals and the University Repository (UBIR) and Library Assistants in support of requisition and administrative processes

Responsible to: Library Manager

Main Function of the Position:

- To be responsible for the efficient and effective management of the Library's digital resources, databases and printed journals plus a small print collection working with the Library Manager

- To make a significant contribution to the provision of high quality library resources, discovery, research services and support

- You will be expected to work closely with other library staff, academic and professional groups, to ensure services meet the needs of students and staff across the university and partners.

- To review and streamline processes, introduce new initiatives and develop projects as necessary.

Principal Duties and Responsibilities:

1. Conduct PR (Performance Review), recruitment, induction and coordinate the development and delivery of staff training and documentation, setting individual objectives and identifying team development needs.

2. Digital resources (journals and databases) management including overseeing renewal processes and licence negotiation. Liaison with serials agents and other resource providers. Meeting sale representatives and account managers.

3. To contribute to the delivery of workshops to support the Research Skills Development Programme and to facilitate training from external providers.

4. To take the lead on researching and developing appropriate performance measures for E-resources by analysing usage data and coverage, to inform subscription decisions using value for money measures and their suitability for teaching, learning and research activities.

5. Collating and analysing of usage statistics from providers' platforms or via JUSP (JISC Usage Statistics Portal).

6. Management of journals and books including renewals and where possible analysis of use and academic usefulness.

7. Facilitating access to resources, for example activation via publishers' websites and embedding links. Being responsible for relevant Subject Guides.

8. Liaison with IS&T staff to maintain authentication systems, such as updating EZProxy, and ensuring links are correct.

9. Monitoring of National /Consortia Framework Agreements

10. To build and maintain strong relationships with all key internal; and external stakeholders; coordinating liaison with academic staff to ensure models of resource allocation are carried out effectively.

11. Maintenance of Discover@Bolton, including updating links, monitoring product developments, reporting and monitoring problems and the gathering of quantitative and qualitative usage statistics.

12. Use information gathered above in respect of usage to develop discovery services in terms of understanding impact and user behaviour.

13. Providing support/training for colleagues wishing to instruct users in the use of Discover@Bolton and other relevant interfaces.

14. Ongoing development of a knowledgebase/online chat facility for users (LibAnswers)

15. Maintenance of electronic journal records in Serials Solutions including routine as well as ad hoc amendment of records.

16. Management, administration and development of UBIR both as a resource and a means of supporting a service, including technical developments such as interface and functionality improvements.

17. Uploading of new deposits to UBIR, both reactively (i.e. material sent to UBIR staff or self-archived) or proactively (e.g. using Scopus alerts).

18. Support for understanding open access and scholarly communication.

19. Contributing to the REF submission by ensuring that the University of Bolton complies with open access requirements.

20. Comply with all legislative requirements including web accessibility, data protection, copyright, intellectual property, licensing and related University regulations and procedures

21. Significant contribution to Customer Service Excellence (CSE) accreditation; providing excellent customer service to users of our library and research platforms, e.g., resource discovery, research management, repositories, and associated technologies

22. Create, develop and maintain effective working relationships with Line Managers, Students, colleagues across relevant services and across the University at all levels.

23. Be fully aware and adhere to issues on diversity e.g., support and services for disabled Users

24. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements.

25. Interact on a professional level with relevant interna; and external professional bodies to ensure currency of knowledge, relevancy and accreditations.

26. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role

27. Ensure a safe working environment and abide by University Group Health and Safety Policies and practices and to observe the University Group Equal Opportunities Policy and Dignity at Work Policy at all times

Other Duties:

- To work flexibly including occasional requirements in the evenings or at the weekend such as to participate in internal/external events, deemed appropriate to the duties

- Attend and participate in work related training, development and other activities which may take place off campus or at other premises in the University Group, and may occasionally include overnight stay

Note:
This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment may be subject to Disclosure and Barring Clearance.

Person Specification

Position:	Collections Team Leader		Reference:	SSE-038/P

School/Service:	Student Services & Experience	**Priority**	
Criteria		**(1/2)**	**Method of Assessment**
1	**Qualifications**		
1 a)	Relevant Library degree	1	Application Form/ Documentation
1 b)	Working towards CILIP Chartership, or other relevant Library CPD	2	Application Form/ Documentation
1 c)	Management Qualification or working towards, or considerable equivalent level experience	2	Application Form/ Documentation
2	**Skills / Knowledge**		
2 a)	Knowledge and experience of academic library sector developments e.g. Open Access and Research Excellence Framework, eBook licensing, AI developments	1	Application Form/Interview
2 b)	Knowledge of electronic resource management and resource discovery	1	Application Form/Interview
2 c)	Excellent interpersonal and communication skills appropriate for all levels of staff/students/publishers and aggregators	1	Application Form/Interview
2 d)	Excellent organisational and project management skills	1	Application Form/Interview
2 e)	Relevant computing and technical skills, and awareness of library-specific resources	1	Application Form/Interview
2 f)	Effective decision making skills	1	Application Form/Interview
2 g)	Ability to analyse quantitative and qualitative data	1	Application Form/Interview
2 h)	Experience of developing and documenting processes and workflows in an information or IT context	2	Application Form/Interview
2 i)	Experience of negotiating deals with publishers and suppliers	2	Application Form/Interview
3	**Experience**		
3 a)	Substantial post qualification experience in an HE academic library environment, especially in the area of electronic information resources	1	Application Form/Interview
3 b)	Excellent team working skills, effective communication strategies	1	Application Form/Interview
3 c)	Experience of working under pressure	1	Application Form/Interview
3 d)	An understanding of access and authentication technologies	1	Application Form/Interview
3 e)	Experience of working with serials vendors and aggregators	2	Application Form/Interview
3 f)	Experience of supervising staff, overseeing the workload of others and setting team priorities	2	Application Form/Interview
4	**Personal Qualities**		
4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Interview

4 b)	Commitment to continuous improvement and creative ways of working	1	Interview
4 c)	Highly motivated with reliability, flexibility and ability to motivate others	1	Interview
4 d)	Ability to respond flexibly to conflicting priorities, demonstrating resilience and creative resolutions	1	Interview
4 e)	Professionalism, enthusiasm, approachability and ability to build effective working relationships	1	Interview
5	**Other**		
5 a)	Willing to undertake staff development, which may take place outside the University	1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act and Bribery Act	1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 d)	Available to work flexible and travel as appropriate in order to meet the needs of the services	1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Please note it is normally expected that a new appointee will commence at the bottom of grade.