
TITLE: **Campus Library Manager**

GRADE: **8**

RESPONSIBLE TO: Group Director of Learning Resources Centres

PURPOSE OF JOB:

- To line-manage staff and provide a high-quality front-line service to learners and staff
- To assist and support learners and staff in their use of the learning resources centre with specific responsibility for the efficient management and organisation of the facilities and services at a designated campus.
- To be responsible for collection management at a designated campus or in support of designated curriculum areas, ensuring the collection reflects the curriculum offer, and to support the teaching and learning activities of those areas.

MAIN TASKS AND RESPONSIBILITIES:

1. In common with all other staff:

- 1.1 To support the College's mission, vision, values and strategic objectives.
- 1.2 To implement the College's Equality and Diversity policies and to work actively to overcome discrimination on grounds of all protected characteristics; sex, race, religion/belief, disability, sexual orientation, age, pregnancy/maternity, gender reassignment status, marriage/civil partnership status.
- 1.3 To take responsibility for one's own professional development and participate in relevant internal and external activities.
- 1.4 To implement the College's safeguarding policies and practices.
- 1.5 To implement your health and safety responsibility in line with the College's Health and Safety policy.
- 1.6 To contribute to the College's commitment to continuous improvement as identified in the College's quality assurance systems.

1.7 To ensure that data is handled in line with the General Data Protection Regulations.

2. In common with all other staff:

2.1 To participate in College-wide projects and tasks.

2.2 To work in other support services areas to meet the specific needs of workload peaks.

2.3 Such other duties of a similar nature commensurate with the grade as may be required from time to time. This may/will require working in other campuses of the College.

3. Particular to the Post:

General duties in common with other LRC staff

3.1 To provide high quality customer care to learners and staff as part of a front-line service.

3.2 Work flexibly as part of the learning resources team to staff the counter/enquiry desk and IT service desk including:

- Using the library management system (LMS) to register new users and update borrower records, maintaining confidentiality and GDPR compliance at all times.
- Using the LMS to issue, renew and return library items.
- Booking students on to PC's and observing local protocol for managing student use of IT.
- Ensure that requests for resources and information are met fully and refer to the Group Director of Learning Resources Centres where appropriate.
- Answering the telephone and referring enquiries and calls to the relevant member of the LRC team.
- Accurately recording bookings for LRC rooms, facilities and services.
- Handling money related to fines, payments for lost books and sales of materials, and recording all transactions accurately following established procedure.
- Resetting student passwords.

3.3 Supervise students using the LRC and promote an atmosphere conducive to learning, liaising with the Group Director of Learning Resources Centres, duty manager and security staff to maintain an appropriate and safe learning environment.

3.4 Contributing to the review and development of LRC operational policy and procedure, and ensuring adherence to existing procedure in the execution of day-to day responsibilities.

3.5 Responsible for the marketing and delivery of the induction programme in September and throughout the year to maximise participation at a designated campus.

- 3.6 Responsibility for all issues relating to the efficient running of the LRC and issues relating to student behaviour.
- 3.7 Assist students with disabilities and/or learning difficulties to access learning centre facilities as fully as possible, demonstrate any specialised equipment and take action to resolve issues arising.
- 3.8 Provide supervision and basic software support in the IT area, including assistance with printing and guidance on accessing in-house systems, as required during busy times or during staff absence.
- 3.9 Contribute to the marketing and promotion of library services internally and externally, including representing the service at curriculum team meetings, college events and open days.
- 3.10 Maintain awareness of the range of online resources and promote them to staff and students.
- 3.11 Co-ordinating the production of the annual student survey at a designated campus.
- 3.12 Promote the use of print and online learning materials to staff and students via effective use of the LMS and VLE.
- 3.13 Organise team meetings and follow-up on individual action points.
- 3.14 Provide support at other centres, sometimes at short notice, to cover absence through sickness.
- 3.15 Liaise with the Senior LRC Assistant to delegate responsibility for one or more particular areas of work to learning centre assistants, ensuring that administrative systems are maintained and accessible to the whole team, such as:
 - Journal management
 - Display co-ordination
 - Overdue resources administration

Specific duties

- 3.16. Line-management responsibility for designated staff.
- 3.17. Assist with the training of LRC staff in areas related to collection management and digital and information literacy.
- 3.18. Contribute to the development, delivery and promotion of appropriate study skills training and materials related to digital and information literacy including providing content for the VLE.
- 3.19. Participate in the delivery of information and digital literacy skills training to learners via group workshops, online or 1-2-1 support.
- 3.20. Responsible for collection management at a designated campus and/or a cross-group designated curriculum area.

- 3.21. Provide up-to-date information and guidance on the LRC's resources and services to support course delivery for staff and students, in print and/or online, including reading lists, VLE content, leaflets and posters, web links, workshops and 1-2-1 support.
- 3.22. Use library management system (LMS) data effectively to aid collection management and ensure the appropriate and cost-effective deployment of resources across the NCC group.
- 3.23. Manage any allocated budget with due regard for the College's financial regulations and fiscal prudence.
- 3.24. Liaise with SCM's and teaching staff to maintain accurate records of the current course offer and to ensure that the LRC holdings reflect that offer.
- 3.25. Identify stock-gaps and source appropriate material.
- 3.26. Liaise with staff and students on the purchase and progress of reservations and requests.
- 3.27. Monitor that shelving and tidying of books is carried out in accordance with the shelf tidying and stock checking procedure and provide staff training where necessary.
- 3.28. Manage the acquisition, withdrawal and disposal of material according to the collection management policy. Work with the Senior LRC assistant to monitor work-flow to ensure timely and accurate processing of all resources, taking remedial action and providing staff training where necessary.
- 3.29. Participate in the regular stock maintenance process including annual stocktake.
- 3.30. Collaborate with the library management team to draft appropriate guidelines for cataloguing and classification of stock in conjunction with the Group Director of LRCs.
- 3.31. Undertake cataloguing and classification of new stock according to group wide standards ensuring accuracy and consistency at all times.
- 3.32. Identify priority areas for retrospective cataloguing and undertake a programme of identifying and correcting anomalies in existing catalogue data.
- 3.33. Work with regard to regulations and policies on copyright, data protection, and health and safety.
- 3.34. Any other duties within the scope of service delivery as required by the Group Director of LRCs.

4. Person Specification:

- 4.1 A qualification in librarianship, library and information science, or information management at degree or post-graduate level OR educated to minimum Level 3 with significant experience of managing a library service.
- 4.2 Experience of front-line service delivery in a library or information service.
- 4.3 Ability to lead and motivate a team.
- 4.4 Excellent interpersonal skills with the ability to communicate effectively in writing and orally and relate positively to staff and students within a busy and demanding inner city working environment.
- 4.5 An understanding of the needs of young people and adults in a further education context and the confidence to manage behaviour in the learning centre.
- 4.6 Excellent communication and research skills to understand and respond to requests for information and assistance.
- 4.7 Experience of using information technology and the ability to apply that knowledge in an education library setting.
- 4.8 Ability to interpret LMS data and reports and utilise the information for effective collection management.
- 4.9 A good understanding of the principals of collection management and cataloguing and classification.
- 4.10 Ability to set up and monitor appropriate administrative systems to support the efficient delivery of learning centre services.
- 4.11 An understanding of and commitment to promote the college's equality and diversity policies and practical ideas for their implementation in this post.
- 4.12 Ability to manage and prioritise own workload and work with minimum supervision.

Additional Information:

Hours of work: 35 hours per week with fixed daily start and finish times between 8.00am and 20.00 by agreement.

This job description will be regularly reviewed to ensure that it is an active description of the responsibilities and duties of the individual post holder and that these responsibilities and duties consistently match the needs of the College.