



Loughborough  
University

Appointment of

**Assistant Director:  
Academic and User  
Services (Library)**

[www.lboro.ac.uk/library](http://www.lboro.ac.uk/library)





# ABOUT LOUGHBOROUGH UNIVERSITY

Loughborough University is a fantastic place to work and study. There is a real pride in the University that touches everyone associated with it.

Throughout our history we have built upon our distinctive characteristics and enhanced our strengths. Our origins in 1909, as one of the UK's foremost technical institutes focused on meeting society's needs, set in train an ethos that is still evident at Loughborough today.

Our campus in the heart of Leicestershire – one of the largest in the UK, spanning 438 acres – provides a supportive and enriching environment with first-rate facilities for both staff and students.

Loughborough University London, our postgraduate campus on Queen Elizabeth Olympic Park, the former site of the 2012 London Olympics, offers education, research and enterprise opportunities in London's newest innovation quarter.

In the 21st Century we are one of Britain's leading universities. Our combination of world class research, enterprising outlook, unparalleled sporting achievement and excellent student experience gives rise to something that is truly special, and distinctive among the UK's universities.



# OUR ACHIEVEMENTS

**RANKED 1st in the STUDENT EXPERIENCE SURVEY 2016,**  
Times Higher Education

**UNIVERSITY OF THE YEAR,**  
WhatUni Student Choice Awards 2015

**RANKED 4th IN THE UK**  
Guardian University Guide 2017

**7th OUT OF 127 UK UNIVERSITIES**  
in the Complete University Guide 2017

**UNIVERSITY OF THE YEAR for Sport,**  
Times Good University Guide 2014

**BRITAIN'S TOP UNIVERSITY for Quality of Student Life,** Lloyds Bank Survey

**AWARDED 7 QUEEN'S ANNIVERSARY PRIZES,** Second only to Oxford

**TOP for FACILITIES,** Times Higher Education Student Experience Survey 2016

**BEST STUDENTS' UNION,**  
WhatUni Student Choice Awards 2016

**RATED FIVE STARS for excellence,**  
QS Stars

**A TOP 10 RESEARCH UNIVERSITY in England** according to the Research Excellence Framework

**1st for STUDENT SATISFACTION in the UK,** International and UK Barometer Autumn 2014 Wave





# OUR STRATEGY – *BUILDING EXCELLENCE*

Our strategy has four core drivers – Investing in our staff, Educating for success, Growing capacity and influence, and Raising standards and aspirations – with research, teaching, enterprise and sport embedded in each.

## **Investing in our staff**

We will be an outstanding employer, supporting our staff to achieve their full potential through development opportunities. We will recognise excellence and achievement through performance and reward mechanisms and ensuring that all staff are empowered to operate at their highest levels.

We will maintain a staffing profile that allows us to enhance our centres of research excellence and enrich the academic student experience we offer. By attracting the highest quality staff and maintaining the best possible student staff ratios, we will provide our students with a dynamic learning environment.

## **Educating for success**

We will develop our students as individuals, enhancing their capabilities as creative, confident and adaptable 21st Century citizens who will make a significant contribution to global society.

Loughborough University London will facilitate the expansion of our postgraduate population. Under the current fee regime, we will maintain our undergraduate numbers but review our approach should Government policy change.

## **Growing capacity and influence**

We will grow capacity in key areas of teaching, research and enterprise by investing strategically and developing international partnerships and collaborations. We will advance areas in which we have a critical research mass and withdraw from those where this is unachievable.

We will reinforce the breadth of our academic offering across both our campuses, with continued emphasis on subjects with international recognition. We will listen to our students, employers

and other key partners to ensure that our academic provision develops in line with their requirements. By capitalising on emerging opportunities to review the scope of our academic provision, we will introduce new areas and withdraw from those that are no longer appropriate.

We will raise our profile and strengthen our connections with policy makers, business, industry and the community, achieving recognition as a leading international university, whose contributions are sought and valued.

## **Raising standards and aspirations**

We will enhance our effectiveness and minimise the barriers to achieving our aspirations. We will build on our strengths and focus on developing the activities we do well to help us achieve our goals and raise our international profile.

Through our rigorous planning processes we will ensure we identify where we should invest. Our focus will be on internationally excellent research and a high quality student experience.



# OUR AMBITIONS – BY 2020 WE WILL HAVE ACHIEVED THE FOLLOWING:

## **A distinctive international reputation for excellence**

The relevance of our research to real-life issues will place us at the forefront internationally, increasing significantly the global visibility and reputation of the University. Our contribution, at the very highest levels, to new knowledge and understanding, will boost our links with some of the best universities in the world and expand our breadth of well-established partnerships with leading international companies.

## **A life-shaping student experience**

We will provide our students with an exceptional learning environment that offers outstanding, innovative teaching, opportunities to contribute to pioneering research, and options to maximise their business potential, coupled with wide-ranging personal support. We will engage with our students to ensure we deliver the best possible academic experience. There will be high demand for our programmes and we will continue to deliver outstanding levels of student satisfaction.

Working in partnership with Loughborough Students' Union, we will offer the best possible all-round experience, providing

our students with a wide range of opportunities that enable them to achieve their full potential, professionally and personally as well as academically.

## **Outstanding partnerships to deliver social, economic and cultural prosperity**

We will realise the commercial potential of our research and forge productive, collaborative links with partners across all sectors. This will ensure that we meet their requirements and that the impact of our activities helps to support economic development and drive innovation and performance on local, national and international levels.

We will work closely with local partners to enhance the social, cultural and economic wellbeing of the communities and regions in which we reside and will embed sustainability and social responsibility into all of our processes, operations and developments.

## **A culture of delivering excellence in all that we do**

Through the integration of influential research, vibrant enterprising culture and outstanding learning opportunities, we will enhance our ability to drive

forward solutions to contemporary global challenges.

Our staff will be supported to attain the highest standards, and our international profile will attract the very best in their fields.

We will also have cemented our position as the UK's premier university for sport and be recognised globally for our unique ability to shape sport and exercise policy and practice both nationally and internationally.

## **One outstanding university: two vibrant campuses**

Our distinctive ability to integrate research, teaching and enterprise will have strengthened the activities in which we excel and created new capacity in areas of excellence.

Our international ambitions will be further enhanced through a thriving postgraduate campus on the Queen Elizabeth Olympic Park in London, complementing our outstanding green-field campus in Loughborough and creating two inspiring campus communities.





# LEARNING AND TEACHING

Loughborough University provides students with an exceptional learning environment, enhanced by quality teaching and a supportive atmosphere. We pride ourselves on developing highly employable graduates. Our links with leading employers are unrivalled, and our students develop the valuable skills that recruiters seek.

Teaching at Loughborough has consistently been rated excellent in independent assessments, placing the University towards the top of the teaching quality tables, and the Quality Assurance Agency gave Loughborough the highest possible commendation in its most recent audit.

## Student satisfaction

Loughborough is consistently well placed in the National Student Survey. In the most recent survey (published in 2016) 89% of Loughborough's final year students said they were satisfied with their course (compared to a national average of 86%).

In the Autumn Wave 2014 international and UK Student Barometer, which allows students to give universities feedback on the services they provide, Loughborough was ranked first in the UK out of the 48 participating universities, with 95% of Loughborough students saying they were satisfied with the University overall.

In order to sustain exceptional quality, the University has developed strong academic, guidance and welfare systems to support

students throughout their education. The Careers Network at Loughborough offers a wealth of services, and has been voted as one of the top ten among UK Higher Education Institutions.

The Centre for Academic Practice also supports the professional development needs of academic staff and promotes effective practice in learning, teaching and assessment.

## Graduate employability

Established links with industry, business, the public sector and the professions allow many students at Loughborough to benefit from profitable work placements, both in the UK and abroad. All of our undergraduate courses have a year-long, paid work placement option.

Loughborough graduates leave university equipped with the knowledge and employability skills that are in great demand. For this reason, Loughborough is the 15th most targeted university by employers (Graduate Market 2016 review by High Fliers).

In 2014, the latest year for which figures are available, 94% of Loughborough graduates were in employment or further study within six months of graduating, and 86% (significantly more than the national average) were working in the top three occupational categories, in senior managerial, technical and professional roles.



# RESEARCH AND ENTERPRISE

Loughborough is renowned for the relevance of its work, driven by society's need for solutions to real-life issues. It contributes at the very highest levels to new knowledge and understanding, helping business and industry to compete more effectively, shaping public policy and, ultimately, helping to improve the quality of people's lives.

The strengths in our academic Schools are complemented by our six interdisciplinary Research Challenges, which help to accelerate the delivery of distinctive solutions to regional, national and international issues.

In the 2014 Research Excellence Framework (REF), Loughborough consolidated its position in the premier league of research universities. It is ranked 14th in the UK and 9th among universities in England for research intensity. At subject level, Loughborough has the largest concentration of world-leading research in sport and exercise sciences, and six other subject areas feature in their national subject top ten.

With staff right across the University involved in pioneering research, Loughborough's students benefit from a vibrant research culture in which they are taught by academics at the forefront of their disciplines.

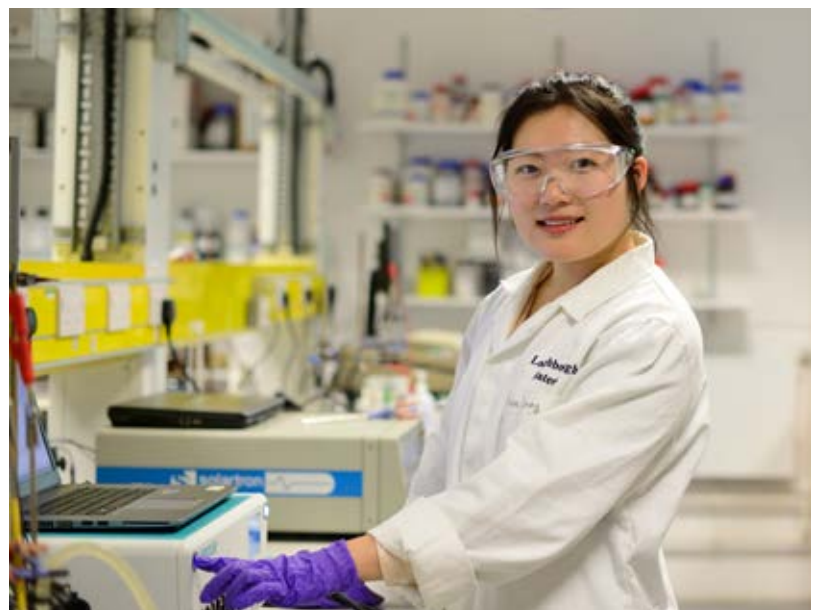
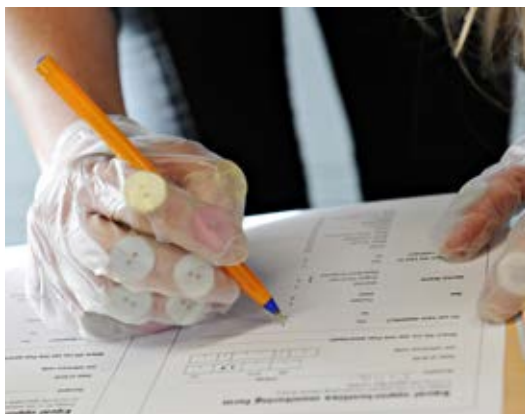
## Fostering enterprise

We have excellent relationships with business and public and voluntary

organisations and understand their needs. Our partnerships deliver leading-edge research and development, helping UK and international businesses and organisations to innovate, expand or boost performance.

Our partners also provide student placements and graduate positions and world-leading companies sponsor a range of bursaries and prizes. Student enterprise is at the heart of our curriculum, and The Studio – our graduate incubator – helps former Loughborough students to develop sustainable, and thriving, businesses.

Loughborough University Science and Enterprise Park, based on the Loughborough campus, enables high-tech companies, from dynamic start-ups to established global organisations, to be part of the University's dynamic innovation community.



# STUDENT EXPERIENCE

Loughborough provides students with every opportunity to achieve their full potential – professionally, intellectually and socially.

We offer a unique experience, combining a first class education with an extensive programme of extracurricular activities, a fantastic campus environment and the best students' union in the country. Loughborough Students' Union (LSU) was named top in the country in the 2015 WhatUni Student Choice Awards, which are voted for exclusively by students.

Loughborough was ranked 1st in the 2016 Times Higher Education Student Experience Survey and topped the 2015 Lloyds Bank Student Life Survey.

## Loughborough Students' Union

LSU plays a key part in creating the 'Loughborough Student Experience'. It is one of the only unions in the UK to be owned and managed by the students, offering a variety of support services, a packed programme of social events, and more than 100 clubs and societies, which were named best in the country in the 2016 WhatUni Student Choice Awards.

The fundraising arm, Loughborough Rag, is the most successful student fundraising organisation in the country. In 2014/15 it raised £1,393,847 for local and national charities. LSU Action students volunteered more than 27,000 hours for good causes last year.

## Loughborough living

Our halls of residence – which lie on

or close to the campus and provide accommodation for more than 5,000 students – are at the very centre of student life. Our off-campus students are supported by a Community Warden scheme. Our students' affiliation with their hall also remains with them throughout their years at the University, producing an enduring community spirit at Loughborough that is unrivalled.





# SPORT

Loughborough is the country's premier university for sport, with an outstanding record of achievement in performance at every level and in sport's underpinning academic disciplines of exercise and health sciences.

Our students and alumni are renowned for their unrivalled sporting success. Loughborough has won the BUCS (British Universities and Colleges Sport) Championship for the last 36 consecutive years, finishing more than 1,800 points ahead of the second placed university in the 2014/15 competition. Loughborough was named 'University of the Year for Sport' by The Times Good University Guide 2014.

Around 200 elite level athletes are currently studying or training at the University. The Loughborough Sports Scholarship programme enables the finest young athletes to excel in both their academic and sporting achievements.

Some of the most celebrated names in sport – including world record breaking athletes Sebastian Coe and Paula Radcliffe, one of the greatest-ever Paralympians, Tanni Grey-Thompson, and World Cup winning England rugby coach Clive Woodward – have studied at Loughborough.

## Sporting excellence and opportunity

At the London 2012 Olympic and Paralympic Games, 90 athletes with Loughborough connections competed, winning a total of thirteen medals. Loughborough was also the official Preparation Camp for Team GB in the run-up to the London 2012 Olympic Games. More than 500 Team GB athletes, alongside support staff, coaches and officials visited the camp to be officially 'kitted out'.

At the 2014 Commonwealth Games in Glasgow our athletes brought home 35 medals – a success so great that if Loughborough were a country it would have finished tenth in terms of the total number of medals won.

The campus has the country's largest concentration of world-class training facilities and support services across a wide range of sports, including an indoor athletics centre, outdoor stadium and a 50m swimming pool. Bases for a number of sports are located on campus, including national performance centres for athletics and cricket. Loughborough was named top in the country for Best Sports Facilities in the 2016 Times Higher Education Student Experience Survey.

Recreational sport is equally important and there is a popular programme of opportunities for sports enthusiasts of all levels and abilities. The University also has the country's largest intramural hall sport programme for those students who enjoy being part of a team with an element of competition.

## Underpinned by academic excellence

The University's sporting excellence is crucially underpinned by internationally renowned teaching and research in sports science, engineering and technology.

The School of Sport, Exercise and Health Sciences is world renowned. Its work to understand the interplay between exercise and disease was recognised as part of the 2012 Olympic legacy, with a multimillion pound Government award to build the National Centre for Sport and Exercise Medicine on campus.

The Sports Technology Institute works with global brands, including adidas, Nike and Speedo, on the design, simulation, testing and manufacture of sporting goods. Its track record of design-led innovation and accelerating novel concepts from initial stages through to commercialisation is unparalleled.

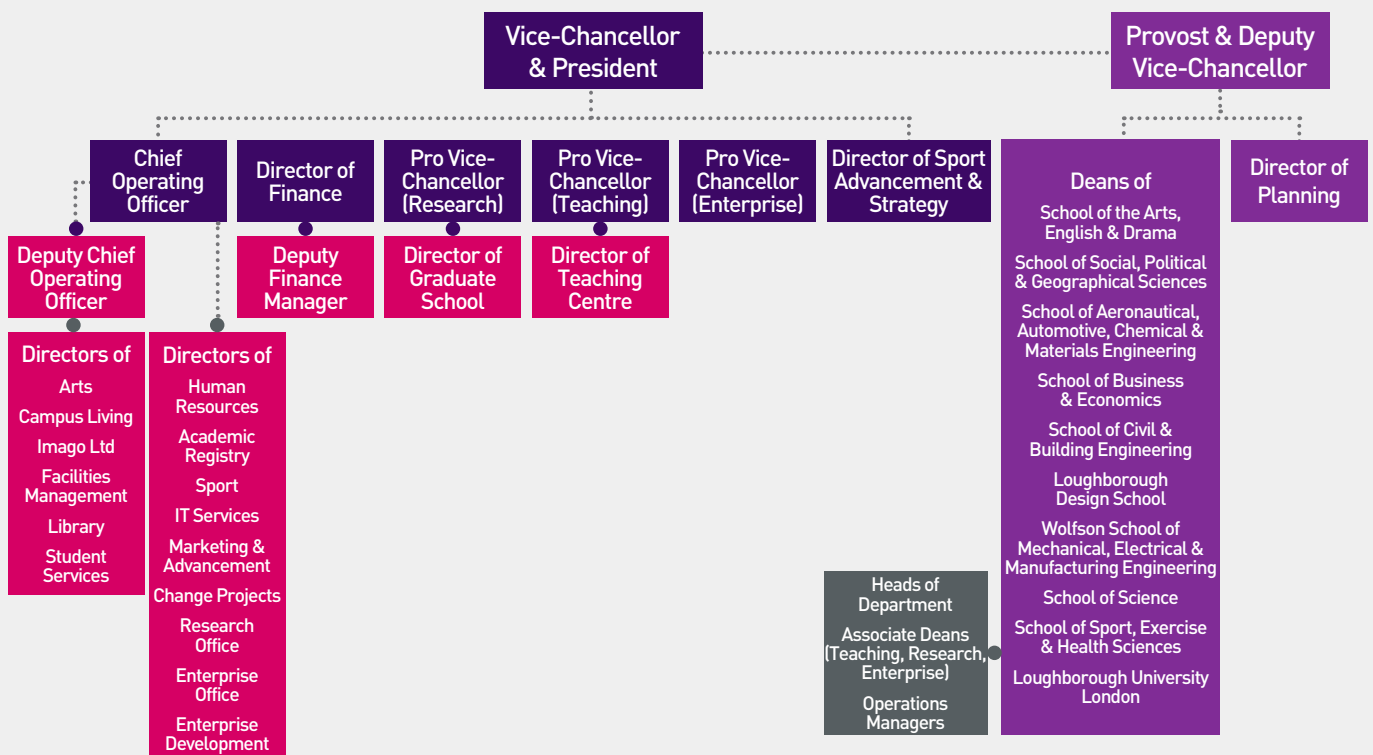


# OUR STRUCTURE

Loughborough University has 21 academic Schools and departments and more than 150 research groups, institutes and centres. There are also six interdisciplinary Research Challenges, which accelerate the delivery of distinctive solutions to regional, national and international issues.

The Chancellor is the formal principal officer of the University. The day-to-day running of the University is the responsibility of the Vice-Chancellor and President, who is the academic and executive head. Professor Robert Allison was appointed as the University's eighth Vice-Chancellor in September 2012.

The Vice-Chancellor works closely with the Academic Leadership Team which includes the Provost and Deputy Vice-Chancellor, three Pro Vice-Chancellors, the Chief Operating Officer, the Director of Finance and ten School Deans. He also works closely with other senior officers.







### The University Senate

The University Senate is responsible for the academic work of the University, including programmes, examinations, teaching and research quality. Its membership is drawn from the University.

### The University Council

The University Council is the governing body, responsible for the University's finances, buildings and land. It is the official employer of all staff and meets several times a year. Its Chairman is the Senior Pro Chancellor, Sir Peter Bonfield CBE.

#### Senate Committees

- Arts
- Learning & Teaching
- Prizes
- Research
- Student Discipline

**SENATE**

**COUNCIL**

#### Council Committees

- Audit
- Nominations
- Remuneration

#### Joint Senate/Council Committees

- |                           |                             |                                |                                    |                        |  |                                 |                   |                               |   |                                     |
|---------------------------|-----------------------------|--------------------------------|------------------------------------|------------------------|--|---------------------------------|-------------------|-------------------------------|---|-------------------------------------|
| Advancement<br>(Chair VC) | Enterprise<br>(Chair PVC-E) | Ethics*<br>(Chair Lay Council) | Estates Management*<br>(Chair COO) | Finance*<br>(Chair VC) | Health, Safety & Environmental*<br>(Chair Provost) | Human Resources*<br>(Chair COO) | IT<br>(Chair COO) | Operations<br>(Chair Provost) | Research Performance Monitoring*<br>(Chair PVC-R) | Student Experience<br>(Chair PVC-T) |
|---------------------------|-----------------------------|--------------------------------|------------------------------------|------------------------|--|---------------------------------|-------------------|-------------------------------|---|-------------------------------------|

\*includes lay members of Council  
sub-committees not included

# THE ROLE

## 1. Job purpose:

To provide strategic direction and effective leadership for the:

- Academic Services and User Services Teams
- monitoring and evaluation of Library services including the use of data to inform service delivery and improvement
- innovate across the Library service to ensure user engagement is central to service development and delivery
- service and organisational improvement including staff development, training and human resources practices
- development of the Library building and other informal learning spaces
- Library's marketing and communication practices
- oversight for the Library's website and social media tools

In addition this role will make a significant contribution to the overall management and leadership of the Library through membership of the Senior Management Team, deputising for the Director of Library Services as required.

## 2. Duties and responsibilities:

### Strategic management, service and organisational development

1. Works as part of the Senior Management Team to develop, lead, review and deliver the Library and University strategies and objectives.
2. Leads the implementation of strategy relating to Academic Services, User Services, the Library building and learning spaces.
3. Monitors and supports HR practices and policies within the Library.
4. Develops skills and capabilities across all Library staff and teams to ensure current and future needs are met.
5. Promotes, leads and advocates for continuous improvement and innovation through change projects.
6. Provides strategic direction in the use and analysis of data to inform service delivery.
7. Participates in appropriate University or School groups/committees.
8. Collaborates across the University with both professional service and academic colleagues to lead and contribute to areas of shared strategic importance e.g physical and virtual learning spaces, learning and teaching, pedagogy, learner analytics and other learning technologies.
9. Contributes to the translation and dissemination of strategic objectives through report writing and/or representation.

### Leadership, management and areas of responsibility

1. Provides line management and leadership for the User Services Manager and Academic Services Manager and participates in their development, selection and recruitment.
2. Convenes both the Building Development Group and the Marketing and Communications group providing leadership,

3. direction and guidance for these areas of Library service.
3. Within the context of the Library's strategic objectives, prepares and implements an annual operational plan for areas for which the post is responsible - Marketing and Communications and Building Development Group and writes annual reports on their work.
4. Within the context of the Library's strategic objectives supervises and reviews the annual operational plans and reports of the Academic Services Team, the User Services Team and the Training Group.

### Academic Services

1. Provides leadership, oversight and strategic direction for the development of services to support learning, teaching and research.
2. Works with the Academic Services Manager on the development of effective communication and liaison strategies with the Schools at Loughborough and the Institutes in London.
3. In liaison with the Assistant Director: Support, Collections and Services reviews the expenditure of the Academic Services Team to ensure the efficient and effective management of stock budgets.
4. Works with the Schools, the Academic Services Team and other Library colleagues on the development of strategies to support new and developing programmes.

### User Services

1. Provides leadership, oversight and strategic direction for the development of user services; circulation, enquiries and the development of the Library building and other spaces as appropriate.
2. Works with the Director of Library Services and the Facilities Manager to ensure compliance with health and safety best practice.
3. Provides oversight for the development of customer-based services and aligned accreditation/assessment.

### Professional practice

1. Engages in pedagogic, library and practitioner research.
2. In all aspects of the role maintains an awareness of developments and effective practice in relation to academic libraries both nationally and internationally to ensure Loughborough University Library continues to take an innovative approach to meeting user needs.
3. Develops links and represents the Library externally within a national and international Higher Education context.
4. Engages in personal professional development.

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As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.



# PERSON SPECIFICATION

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Assessment stages: (shown in brackets): 1 = Application form, statement and CV. 2 = Presentation and questions. 3 = Final interview.

	ESSENTIAL CRITERIA	STAGE
<b>EXPERIENCE</b>	Senior role in an academic Library environment	1,3
	Evidence of strategic involvement and service contribution	1,3
	Effective team leadership and management including recruitment, training and performance management	1,3
	Knowledge of learning, teaching, research and user experience in a HE context	1,2,3
	Evidence of achieving user-led service excellence	1,3
	An understanding of physical learning spaces in university libraries	1,3
	Evidence of introducing innovative practice and implementing change	1,3
	Utilising data to inform strategic direction	1,3
	A knowledge and understanding of the use of digital technologies in a library and HE context	1,2,3
<b>SKILLS AND ABILITIES</b>	Excellent communication (both written and verbal) skills with the ability to convey and translate complex information to a variety of stakeholders	1,2,3
	Negotiation and influencing skills	1,3
	Ability to lead, motivate and develop others	1,3
	Ability to collect, interpret, analyse and monitor management and user information to inform strategic development	1,3
	Ability to collaborate positively across the Library, the University and beyond	1,3
	Demonstrate a flexible, enthusiastic, positive attitude	1,2,3
	Show tact and diplomacy	1,3
	Excellent team working skills at a senior level	1,3
	Demonstrate an understanding of handling conflict and difficult situations	1,3
	Proven success in project management	1,3
	Commitment to best practice in staff management	1,3
Good general IT skills	1	
<b>TRAINING</b>	Demonstrate evidence of having undertaken further training	1
<b>QUALIFICATIONS</b>	First degree or equivalent	1
	Relevant professional qualification	1
<b>OTHER</b>	Commitment to the University's vision, strategy and core values	1,2,3
	Commitment to the Library's values	1,3
	Compliance with relevant University policies	1,3

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	DESIRABLE CRITERIA	STAGE
<b>EXPERIENCE</b>	Experience of working in a research intensive academic environment	1,3
	Experience in achieving external accreditation such as Investors in People (IIP) or Customer Service Excellence (CSE)	1
	Knowledge of Health and safety practice	1,3
	Experience of continuous improvement methods	1,3
<b>SKILLS AND ABILITIES</b>	Ability to create, run and analyse surveys	1,3
	Ability to analyse and use qualitative data for service improvement	1,3
	Use of technology to innovate and improve services	1,3
<b>QUALIFICATIONS</b>	Management or Leadership qualification	1
	Accreditation with the HEA	1



# TERMS

## **Points To Note**

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

## **Special Conditions**

Successful applicants will be expected to travel to the London Campus as necessary and at appropriate times, to support London colleagues and address Library related issues but also in a representative capacity.

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental policy.

## **Policy and Procedures**

All staff should hold a duty and commitment to observing the University's Equality and Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality and Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

## **Organisational Responsibility**

Reports to the Director of Library Services and University Librarian.

# CONDITIONS OF SERVICE

The position is FULL TIME and OPEN-ENDED. Salary will be on Management and Specialist Grade 8, £49,772-£55,998 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found by visiting [www.lboro.ac.uk/media/wwwlboroacuk/content/humanresources/downloads/acadrelatedcos\\_v1.pdf](http://www.lboro.ac.uk/media/wwwlboroacuk/content/humanresources/downloads/acadrelatedcos_v1.pdf)

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at [www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html](http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html)

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at [www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html](http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html)

In addition, the University is supportive, wherever possible, of flexible working arrangements.

We strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see [www.lboro.ac.uk/services/hr/athena-swan/](http://www.lboro.ac.uk/services/hr/athena-swan/)

# APPLICATION AND INTERVIEW

The closing date for receipt of applications is 30 October 2016.

Please enclose a CV along with your application. Shortlisted candidates will be invited to interview in late November which will consist of a presentation and formal interview.

# INFORMAL ENQUIRIES

Informal enquiries should be made to **Emma Walton, Director of Library Services** by email at [E.Walton@lboro.ac.uk](mailto:E.Walton@lboro.ac.uk) or by telephone on **01509 222340**

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# LOUGHBOROUGH UNIVERSITY LIBRARY

Our vision is for the Library service to be pivotal and play a fully integrated role in the University's strategic decisions and changes, learning, teaching, research and student experience.

To deliver this vision we are committed to providing excellent, effective, efficient, evidence-informed and user-led support and innovative services. This will ensure Library involvement throughout the academic lifecycle from prospective students to research outputs and impact. Our services and support will be adaptable and agile to respond to and anticipate changes in strategic priority and external drivers. Underpinning this vision and key to our development are three core values whereby the Library will provide:

- A library environment that is safe, welcoming and offers a variety of comfortable spaces that will inspire learning, research and creativity
- Staff that are approachable, helpful, knowledgeable, courteous and take pride in working for the Library
- Information resources that are easily accessible, relevant, reliable and of high quality.

The combination of a commitment to excellence and our support and user-led ethos ensures that the service is valued by the Institution.

We are looking to further enhance our position both across the Institution and within the HE Library sector through the development of services such as:

- the implementation of a new LMS
- further development of our Research Data Management, Institutional Repository and Open Access services
- developing new and enhancing existing relationships with academic Schools
- developing and implementing a new Academic Services engagement model
- greater involvement in learning spaces across the Loughborough campus
- enhancing our London provision
- a move to digital literacy from information literacy

Loughborough University Library operates services at two sites, at our East Midlands, Loughborough campus where this post is based and at our new London Campus in Stratford on the Queen Elizabeth Park.

The Loughborough Pilkington Library contains:

- 700,000 print volumes, and 30,000 e-journals
- 1370 seats in a variety of study environments (including a large café)
- 250 open access workstations.

The London Library holds circa 10,000 items and is staffed by a single Librarian with support from the London site team and Loughborough staff.



There are 72 members of staff at Loughborough (approx. 50FTE), working within three teams:

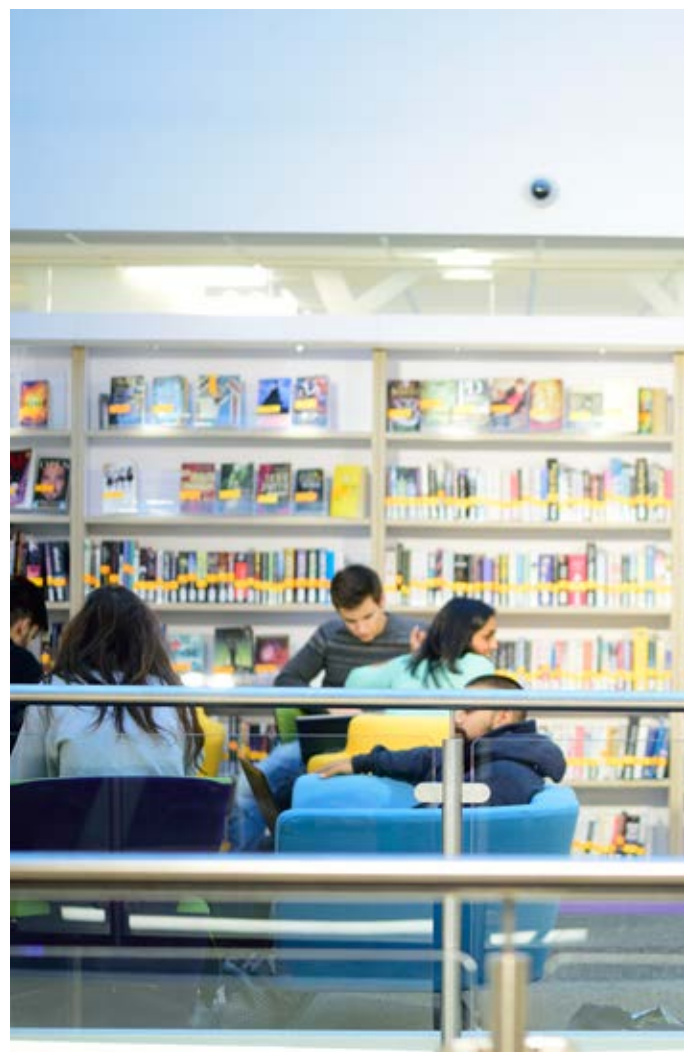
- Academic Services
- Support, Collections and Systems
- User Services.

The Library operates the Aleph library management system and Primo Resource Discovery tool, known within the University as Library Catalogue Plus together with Biblioteka's RFID self-service. The University Library's current budget is £4.5m of which over 60% is spent on information resources for students and staff.

The Library currently undertakes a Library survey every three years which, along with national metrics provides the service with valuable user data with which to improve and enhance services.

This data was of particular value in the planning and delivery of a £5m refurbishment to the Pilkington Library in 2013. The refurbishment aimed to increase the capacity of the building with the addition of a new floor, enabling the inclusion of a range of study spaces including silent, group and social space. Additional IT was added into the space along with the co-location of the PC Clinic. Since the refurbishment visits have increased by 14% to 714,216 in 2015/16.

Loughborough Library achieves excellent satisfaction rates gaining 94% for Question 16 in this year's NSS up from 93% in both 2014 and 2013. In addition our PTES and iBarometer scores are also good with scope to improve these scores with enhanced provision in London. In addition the Library's commitment to its staff and a high quality user experience have been recognised with the awards of Customer Service Excellence and Investors in People (Gold).



*"WE HAVE AN ENVIABLE REPUTATION AT LOUGHBOROUGH UNIVERSITY FOR THE SUPPORT THAT WE GIVE TO OUR STUDENTS AND THE POSITIVE IMPACT IT HAS ON THEM. THE LIBRARY IS AN ESSENTIAL PART OF THEIR LEARNING ENVIRONMENT. UNDERGRADUATES AND POSTGRADUATES ALIKE HOLD THE STAFF IN HIGH REGARD FOR THE QUALITY OF THE SERVICE THEY PROVIDE ON BOTH CAMPUSES. THE SAME CAN BE SAID FOR OUR STAFF. THE SUPPORT THEY RECEIVE FROM THE LIBRARY, WHETHER FOR RESEARCH, LEARNING AND TEACHING OR OTHER PURPOSES, IS CENTRAL TO THEIR ENDEAVOUR BOTH IN TERMS OF QUALITY AND FLEXIBILITY IN THE FACE OF NEW TECHNOLOGIES AND THE CHANGING ROLE OF UNIVERSITY LIBRARIES IN THE 21ST CENTURY."*

*Professor Robert Allison, Vice-Chancellor*

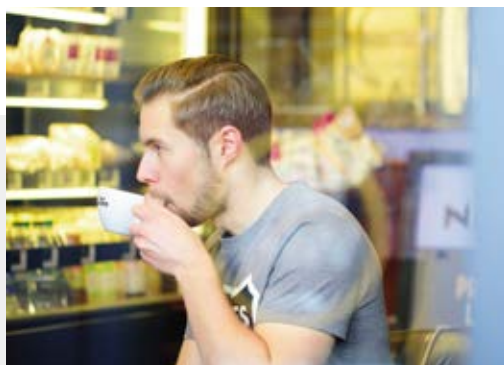


## THE LOCAL AREA

Loughborough is a large market town, with a population of around 60,000, within the borough of Charnwood in the county of Leicestershire. It is home to the Great Central Railway, the UK's only double track, main line heritage railway, and was the birthplace of Ladybird Books.

The town is also close to some beautiful countryside. In the centre of the area is the broad flat plain of the River Soar, and to the east are the rounded rolling hills of the Leicestershire Wolds, with some of England's loveliest and most unspoilt villages. The National Forest and Bradgate Park are both close by. Bradgate Park dates from at least 1240 and has roaming herds of red and fallow deer. Its house was the birthplace and childhood home of Lady Jane Grey, who was Queen of England for nine days in 1553 and who lost her crown, and her head, to Mary Tudor, eldest daughter of Henry VIII.

Loughborough's central location is also ideal for exploring the nearby cities of Leicester, Nottingham and Derby, which offer an array of shopping, dining and cultural attractions. Leicester boasts the National Space Centre and the King Richard III Visitor Centre – the King's skeleton was discovered in the city and now lies in Leicester Cathedral. Nottingham is home to the legend of Robin Hood, Nottingham Castle and Sherwood Forest and was recently announced as a UNESCO City of Literature. The beautiful Peak District National Park and historic Chatsworth House are situated just outside Derby.



# GETTING TO LOUGHBOROUGH

Loughborough is easily accessible by road, rail and air.

The campus is less than two miles away from junction 23 of the M1 motorway. Nottingham, Leicester and Derby are all within a 40 minute drive.

London (St Pancras International) is one-and-a-half hours away by train. Birmingham is one hour and Manchester and Leeds around two hours. Loughborough station is around 10 minutes away from the campus, and a regular bus service connects the station with the University.

Coach services to UK and European destinations are available through National Express and Megabus.

There are regular scheduled flights from UK, European and international destinations to East Midlands Airport, which is only seven miles away from the University campus.

# GETTING TO LOUGHBOROUGH LONDON

Loughborough University London is convenient and accessible, with easy and affordable transport connections to central London, the UK and Europe.

The University is just ten minutes' walk from Stratford International station, Docklands Light Railway (DLR), London Underground and several bus services, including National Express and Megabus.

From Stratford International Station you can get to St Pancras International Station in fewer than seven minutes. St Pancras International offers high speed rail access direct to a number of European cities including Paris and Brussels. It also provides links to the UK's major cities, including Birmingham, Manchester, Cardiff and Edinburgh. Loughborough University is just 90 minutes away.

London's major airports (City, Gatwick, Heathrow and Stansted) are between 15 and 60 minutes away, offering both international access and cheap budget flights across Europe and beyond.



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