

## Senior Library Support Officer, Content and Discovery Team

REQ240208

### Job Description

**Job Grade:** Administrative Services, Grade 5

#### Job Purpose:

- To manage and co-ordinate the Library's inter-library loan, document delivery, and ereserve services to ensure effective and efficient service delivery.
- To contribute to the acquisition and licensing of scholarly content.
- To participate in the collection management of Library material.

#### Job Duties:

##### Inter-library loans, document delivery, and ereserve services

- Manage and co-ordinate the Library's inter-library loan and document delivery service including the short-term loan of ebooks.
- Manage the ereserve service and the Digital Content Store.
- Supervise and train Library staff engaged in inter-library loans, document delivery and ereserve services.
- In conjunction with the Content Provision and Access Lead develop and maintain appropriate workflows for inter-library loans, document delivery and ereserve services to ensure effective and efficient processes.
- Liaise with suppliers, libraries, Copyright Licensing Authority and library users regarding the Library's inter-library loan, document delivery and ereserve services.
- Maintain an awareness of appropriate copyright legislation in relation to document delivery and ereserve services.
- Maintain an awareness of developments and licenses relating to inter-library loans, document delivery and ereserve services.
- Compile and obtain appropriate statistical information and data relating to the Library's inter-library loan, document delivery and ereserve services.
- Monitor and liaise with suppliers regarding expenditure on inter-library loans, document delivery and ereserve services.

##### Acquisition and licensing of scholarly content

- Manage the ordering of audio-visual material via services such as Kanopy or TRILT, as the institution's off-air representative
- Contributes to the ordering of monographs, textbooks, and ereserves.
- Compile and analyse data on services such as inter-library loans, document delivery and ereserves to help make informed decisions on the most effective way of providing access to scholarly content.
- Alongside Library colleagues promote and provide support for the University's Reading List System.

##### Collection management

- Participate in the analysis and evaluation of the processes by which the Library stores and records information relating to Library holdings on the Library Management System.
- In conjunction with colleagues, monitor, and review the metadata held on the Library Management System to ensure accuracy and improve discoverability.
- Participate in the production of appropriate reports and analysis of usage data to provide evidence and information that can be used to weed physical Library material.
- Supervise and train staff in the processes relating to the weeding of physical Library stock.

- Participate in the cataloguing and classification of scholarly content.

## General

- Contribute to projects, working groups, and participate in Library-wide and University developments and initiatives as required.
- Undertake continuing professional development.
- Ensure compliance with relevant University policies and procedures.
- Undertake any other duties which may reasonably be required by the Librarian, that are commensurate with the nature and grade of the post.

## Organisational Responsibility

Reports to the Content Provision and Access Lead

## 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. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### Essential Criteria

Area	Criteria	Stage
Experience	Recent relevant experience of working in a library, similar information, or research environment	1,3
	Experience of establishing and maintaining accurate electronic records	1,3
	Experience of working with both Library and supplier IT solutions – e.g., LMS, discovery services, resource list management	1,3
	Experience and knowledge of relevant copyright and licensing legislation	1,3
	Experience and knowledge of inter-library loan and document delivery processes and policies	1,3
	Knowledge and experience of monograph and textbook acquisition and licensing	1,3
Skills and abilities	Excellent organisational skills with the ability to plan, prioritise and work independently with minimal supervision	1,3
	Flexible approach with ability to efficiently handle and monitor varied workload and meet deadlines	1,3
	Ability to work collaboratively as part of a team to ensure high levels of service delivery	1,3
	Evidence of high levels of accuracy and attention to detail	1,3
	Good practical IT skills, including the ability to work with a variety of applications such as Microsoft Office and web-based platforms.	1,3
	Excellent interpersonal, organisational, oral, and written communication skills and the ability to deal with a variety of people in a professional manner	1,3
	Ability to use databases or information systems	1,3
	Ability to analyse qualitative and quantitative data	1,3

Training	Commitment to learning and developing new skills	1
Qualifications	A levels or equivalent	1
Other	A commitment to equality and diversity with the ability to role model, adhere to, and advocate for the University's EDI policy	1,3
	Willingness to adhere to and support the University values	1

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting	1,3
	Experience of supervising and training colleagues	1,3
	Experience of monitoring expenditure and managing budgets	1,3
Skills and abilities	Knowledge of cataloguing and metadata standards	1,3
	An understanding of the Higher Education environment	1,3
	Ability to motivate, supervise and develop others in an inclusive manner	1,3
	Project management skills	1,3

## Conditions of Service

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which can be found [here](#).

The University offers a wide range of employee benefits which can be found [here](#).

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: <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 also 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 <http://www.lboro.ac.uk/services/hr/athena-swan/>

## Applications

The closing date for receipt of applications is Sunday 7 April 2024. Interviews will be held Week Commencing 29 April 2024.