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University of Sunderland

## Role Profile

### Part 1

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Lifechanging



**University of  
Sunderland**

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#### Type Job Title here

<b>Job Title:</b>	E. resources Librarian
<b>Reference No:</b>	0369-19
<b>Reports to:</b>	E. resources and Collections Manager
<b>Grade:</b>	E
<b>Working Hours:</b>	18.5 hours (for nominal purposes)
<b>Faculty/Service:</b>	Student Journey
<b>Location:</b>	University Library
<b>Main Purpose of Role:</b>	<p>To provide excellent services and technical solutions to maximise the exploitation of e resources within our academic community both in the UK and overseas. To manage and develop e. resources discovery tools; the role is key to the delivery of our e resources, supporting their exploitation and their integration into other services.</p> <p>To provide operational leadership to ensure the delivery of an excellent student experience and learner centred service in line with our shared Service values and strategic objectives.</p>

#### Key Responsibilities and Accountabilities:

##### Generic accountabilities:

- To manage the delivery of services in accordance with our quality principles, our wider service values and customer needs
- To support the growing diversity of learners both on and off-campus
- To design and produce resource guides, help sheets and promotional materials
- To explore, innovate with and apply new technologies
- To liaise with Faculty to advocate, promote and deliver library services and support
- To design and deliver staff development and training appropriate to the area of responsibility
- To represent the Service on relevant University, Faculty Boards and Committees
- To provide information and support for University quality processes
- To participate in University Library and Study Skills Services and Student Journey internal and external working groups and partnerships, including Communities of Practice
- To engage in service development projects
- To develop, maintain and up-date University Library and Study Skills Services and Student Journey Web pages as appropriate
- To develop, maintain and up-date library customer communications using a range of media and interactive tools
- To take a proactive approach to continuing personal development and to undertake regular updating and training

- To manage the evaluation of library services (e. resources) and feedback to customers and stakeholders
- To contribute to and encourage a culture in the Service which supports University and Service values and priorities, including: Responsiveness; flexibility; student centric; excellence in customer service and valuing the importance of delivering services of the highest quality; ownership of actions; adaptability and 'can do attitude'; strong communication; innovation; inclusiveness; collaboration and working across team boundaries to build and strengthen working relationships; offering challenge appropriately to ensure processes are considered and robust

**Specific accountabilities: E. resources role**

- To plan, develop, implement and support technical solutions and services for the management, delivery and exploitation of e. resources in consultation with appropriate stakeholders
- To troubleshoot and work with resource providers to resolve access difficulties and manage communications to colleagues and the academic community using a range of methods, including social media
- To plan, develop, implement and support metadata standards for the management, delivery and exploitation of e. resources in consultation with appropriate stakeholders
- To interpret license agreements for e. resources and manage access accordingly
- To support authentication and authorisation standards for access to e resources
- To work with library staff to support skills delivery to exploit e. resources
- To compile, analyse and present data relating to e. resources and their use
- To contribute to the planning and development of future services for the delivery and exploitation of e. resources

**Special Circumstances:**

Librarians work to a professional contract and are expected to manage library services on evenings and weekends as required and at those times will be responsible for library services, staff and buildings. Librarians are expected to represent the Service at University events and to deliver library services at various locations and times. The role holder is required to be able to work in different teams and locations across the University Library Service



### Part 2A: Essential and Desirable Criteria

#### ***Essential***

##### **Qualifications and Professional Memberships:**

- Have graduate or post-graduate qualification in library and information management or have achieved Chartership (MCILIP) via an approved CILIP route.

##### **Knowledge and Experience:**

- Experience of provisioning, developing and managing e resources and an e resources discovery system, including interoperability with other Library and University systems, eg. Reading lists, VLE
- Experience of trouble shooting and problem solving e resources access issues
- Previous experience within a customer focused role and a proven understanding of how to deliver effective customer service, including communicating with internal and external customers at all levels
- Demonstrable experience of working within a library setting, including experience of advocacy in a library setting and proven experience of developing and promoting library services
- Ability to demonstrate initiative and work independently, including the proven ability to be persuasive and influence decision making
- Proven experience of developing and managing online content
- Proven experience of supervising staff and contributing to a positive team culture
- Demonstrable experience of working flexibly and as part of a team
- Proven knowledge of key information resources
- Proven knowledge of technical developments and standards in e.resources management, eg. Open URL, Discovery services
- Proven knowledge of developments in scholarly communications, eg. OA, Publisher pricing models, licensing issues
- Proven knowledge and practical application of access management, authentication and authorisation standards
- Proven ability to explain complex technical issues to non- technical colleagues, managers and customers as appropriate
- Proven ability to motivate others, including the ability to anticipate and resolve problems
- Ability to deliver structured skills sessions to a group
- Comprehensive IT skills including an ability to communicate using social media tools

### ***Desirable***

#### ***Qualifications and Professional Memberships:***

- Chartered Membership of CILIP (MCLIP)
- A relevant training or teaching qualification – (e.g. PG Cert T&L in HE)

#### **Knowledge and Experience:**

- Of working within an HE environment
- Delivery of teaching in an HE/FE setting
- Familiarity with systems for statistical analysis of e.resource usage, for example, COUNTER, RAPTOR

## **Part 2B: Key Competencies**

Competencies are assessed at the interview/selection testing stage

### **Communication Oral Communication**

- Delivery methods are chosen and tailored to aid understanding and meet the needs of others
- Takes action to correct any misunderstandings or mistakes
- Checks on recipient's understanding and takes action to remedy any miscommunications
- Adapts style in response to feedback

### **Written Communication**

- Conveys information of a complex, conceptual and specialist nature using a range of styles and media selected to meet the needs of others
- Presents complex information in formats appropriate to non-specialists without compromising meaning
- Monitors the reactions of others and takes appropriate steps to remedy any miscommunications

### **Pastoral Care & Welfare**

- Deals with difficult situations or confidential matters, according to policy and procedures
- Involves others or refers elsewhere for assistance if the situation becomes more complex and if additional help or information is required

### **Planning and Organising Resources**

- Actively seeks information to support planning and prioritisation of work
- Ensures that time and resources are used effectively to their maximum efficiency
- Checks and reports on progress and achievement against plans to key parties
- Develops plans to take account of problems, delays and new priorities

### **Service Delivery**

- Adapts services and systems to meet customers needs and identifies ways of improving standards
- Learns from complaints and takes action to resolve them
- Collates feedback and views from customers and keeps up-to-date with market trends to inform service development and make changes

	<ul style="list-style-type: none"><li>• Actively promotes services</li></ul>
	<b>Team Development</b> <ul style="list-style-type: none"><li>• Plans and generates training and development opportunities to meet team members current and future learning needs</li><li>• Enables team members to apply their learning</li><li>• Evaluates learning and development activities with those involved</li></ul>
	<b>Teamwork &amp; Motivation</b> <ul style="list-style-type: none"><li>• Ensures appropriate resources and support are available so that the team and individual members are able achieve their objectives</li><li>• Monitors progress and takes appropriate action to deal with difficulties or slippage</li><li>• <b>Deals with conflict within the team</b></li></ul>
<b>Date Completed:</b>	October 2019