University of Edinburgh
Job Description

1. Job Details
Job title: Assistant Librarian (Web Systems) Digital Library Division (DLD)
School/Support Department: Information Services
Unit (if applicable): Edinburgh University Library, Museums and Galleries (EULMG)
Line manager: Information Systems Manager, Digital Library Division (DLD)

2. Job Purpose
The Assistant Librarian (Web Systems) is responsible for a range of tasks associated with the management, support, and ongoing development and integration of information systems operated by the Information Systems section in EULMG, ensuring that core services are delivered efficiently and effectively for the benefit of all user groups and in line with EULMG’s policies and procedures.

3. Main Responsibilities

1. Day to day operational management and support of the Library Online Public Access Catalogue (OPAC) and other core information systems, to provide continuity of service to EULMG and to the Academic hub of the Scottish Digital Library Consortium. 20
2. Content management and editorial control to facilitate communication of news and service developments to user groups via the core information services. 20
3. Dealing with regular and ad-hoc requests from core information systems to assist EULMG and Scottish Digital Library Consortium staff and students to maximise access to services within agreed levels. 15
4. Contribution to the ongoing development of the OPAC and Library web sites, ensuring that services are accessible and adhere to appropriate standards and legislation. 15
5. Regular monitoring of the Call Management System, escalation and passing of calls to other team members (or other EULMG/IS/University staff/external suppliers) where appropriate, to ensure a responsive service to EULMG and the Scottish Digital Library Consortium. 10
6. Assisting the devolving of content management and other data management procedures to non-technical EULMG staff in order to maximise resources, providing additional training, guidance, and documentation where necessary. 10
7. Assistance to Information Systems Manager with planning, monitoring against targets, and reporting, in order to contribute towards Divisional service targets. 5
8. Representing the Division within EULMG and Information Services, on relevant external groups, in order to support EULMG’s strategic objectives. 5

4. Planning and Organising
Work is based on management priorities agreed with the Information Systems Manager and the Divisional Management Team, with three-year and one-year planning horizons. Work is organised around agreed strategic priorities. Regular individual meetings are held to keep track of progress.
- Contribute to team workplans.
- Attend regular meetings to discuss priorities and assist with solutions.
- Provision of written updates against weekly targets
- Attend Forum meetings to hear and respond to requests from internal EULMG clients, as appropriate.

5. Problem Solving
- Providing first-line responses to issues which occur in the range of library systems, referring on problems which require resolution elsewhere within the team or at a more senior level.
- Investigating a report of a problem, isolating the problem and taking or recommending corrective action.
- Identifying and recommending staff training needs as necessary to meet service requirements.
- Optimisation of workflows within business operations where possible; making recommendations to line management where higher-level decision-making is required.
- Managing expectations, in instances where service delivery cannot meet user demand

6. Decision Making
• Decisions on when to take action without reference to more senior staff.
• Decisions on short-term reprioritisation of tasks within own work area in response to urgent problems or requests, informing line management as necessary.
• Decisions on remedial action to be taken in the event of system failures, referring to line management as necessary.
• Appropriate liaison, both internally and externally

7. Key Contacts/Relationships
• Contact with senior managers in EULMG and IS, and other Support Groups.
• Contact with users of library services – staff and students.
• Contact with staff in equivalent roles in other universities in the UK and overseas.
• Contact with Scottish Digital Library Consortium partner libraries, and the Consortium Support Librarian.

8. Knowledge, Skills and Experience Needed for the Job

Qualifications
• Good educational background with relevant qualifications and/or appropriate relevant experience.
• Strong background in librarianship or information science.
• Significant level of experience in library information systems (normally at least 3 years)

Attributes
• Calm demeanour, resourcefulness, reliability, commitment, flexibility.
• Strong team player, with a capacity to complete projects independently and collaboratively.
• A willingness to take responsibility and to propose and deliver solutions to difficult problems.
• Positive attitude to work.
• Tact, persuasiveness and assertiveness.
• Resourcefulness

Skills
• Strong communication skills, and an ability to promote innovative services clearly and persuasively both in written communication and verbally.
• Excellent organisational and time management skills.
• Project Management, business analysis skills.
• Scripting and markup languages.
• Metadata standards.

9. Dimensions
• The Digital Library Division is one of four Divisions within EULMG, alongside Central Library Services, Collections and Academic Liaison.
• The post holder works alongside another Assistant Librarian as part of a team which also consists of 5 Information Systems Developers (one with Deputy Manager responsibilities), 1 Manager, and 2 Computer Support Officers.
• The Division consists of approximately 45 staff.
• The Division provides digital library services and information systems to EULMG’s 200+ staff, and approximately 23,000 members of the University community, and in addition, to the Academic Hub of the Scottish Digital Library Consortium (currently EUL and 5 additional institutions).

10. Job Context and any other relevant information
• These posts operate within a fast-moving context, as the internet and digitisation initiatives present opportunities to perform the functions of librarianship in many new ways. To be successful, the post holder must be able to be flexible and open to change. EULMG is proud to claim that it has one of the best resourced digital library teams in the UK, and through this team – and its work in supporting and developing the growing Scottish Digital Library Consortium – it has acquired an international reputation for innovation and excellence. We wish to build upon this reputation with all new appointments.