1. JOB DETAILS

Job Title: Duty Librarian
School/Support Department: IS/Library, Museums & Galleries
Unit (if applicable): Various
Line manager: Public Services Manager

2. JOB PURPOSE

To be responsible for all Library, Museums and Galleries sites, staff and services which are open during the period of non-core hours duty in order to ensure an effective range of services to the students and staff of the University, its associated institutions and its many other external users and visitors.

3. MAIN RESPONSIBILITIES

- To manage the service provision across all appropriate sites to ensure the continuation of services during non-core hours to all users wherever possible. This may include making decisions about transfer of staff, covering service provision themselves or, as a last resort, closing sites. This includes being responsible for Health & Safety during the period of duty. The postholder is a member of the library’s Health & Safety Committee
- To be aware of DDA issues, and to advise on and participate in assisting disabled users in non-core hours. The postholder is a member of the Library Disability Advisory Group
- In the event of an emergency, to ensure that appropriate arrangements are implemented within the context of University procedures, particularly through liaison with University security
- To report on and make recommendations regarding service provision during the period of duty. This may include, for example, highlighting the changes in the pattern of library site use.
- To provide professional guidance and advice to evening/weekend/vacation staff, as required, but in particular, in dealing with difficult situations.
- To manage the provision of ongoing staff development for evening/weekend staff, ensuring that sessions are run for non-core hours staff and that their needs are met. The postholder is a member of the Library’s staff Development Advisory Group. This would include undertaking appraisal of non-core hours staff in collaboration with the Sites Operations Supervisor and Sites & Services Supervisors.
- In conjunction with the Public Services Manager, undertake project work, which is particularly relevant to their area e.g. revision of the Admissions Manual and Risk Assessment of Lone Working.
- Other background duties such as responding to online requests for information and guidance on admission requirements and process; management of book repair service

4. PLANNING AND ORGANISING

The postholder reports to the Public Services Manager (PSM) and is a member of the Central Services Division of the Library. The postholder will meet weekly with the PSM to discuss service issues and other related matters, and maintain email and phone contact with the PSM as required. However, given the work pattern of the postholder (evenings/weekends), there is no regular supervision. Service priorities are generally arranged on a daily basis by the postholder dependent on service needs or staff availability.

5. PROBLEM SOLVING

- Managing services on a very limited workforce across up to 9 library sites throughout the city. The postholder must deal with immediate staffing issues to ensure service is provided wherever possible but must also make decisions to close, as a last resort, smaller libraries so that the larger more heavily used sites can remain open.
- Building up local knowledge of all sites to enable the postholder to provide service continuity and cover
- Dealing with emergency situations such as emergency evacuations, where the postholder is present, or providing support remotely in such circumstances
- The postholder is the senior officer on duty during this period and will be expected to deal with any issues which may arise during this time. This may include dealing with difficult users, emergency situations, providing advice and guidance to staff and users.

6. DECISION MAKING

- Deciding on the closure of Libraries in the event of staff absence
- Non-routine admissions requests
- Dealing with difficult situations or users, and deciding on a course of action

7. KEY CONTACTS AND RELATIONSHIPS

Internal: Primarily, library colleagues working during non-core hours, Duty Librarian job share partner (if appropriate), Sites Operations Supervisor, Sites & Services Supervisors and Public Services Manager on a regular basis to ascertain service needs
University: Computing staff, Estates & Buildings staff, security services and other site representatives as required
External: Staff at other university libraries, occasionally police, external users of the library

Such working relationships may be on a formal or informal basis, face to face, through written communication or by phone.
8. KNOWLEDGE, SKILLS AND EXPERIENCE NEEDED FOR THE JOB

Qualifications
- An undergraduate degree and/or qualification in librarianship or information science, or equivalent relevant experience

Experience
- Experience of working in academic libraries, preferably in a reader services environment.
- Experience of electronic service delivery
- At least 2 years experience of staff management, building, leading and mentoring a team

Personal attributes
- Tact, persuasiveness and assertiveness
- Aptitude for people management skills, to ensure personal and team contributions are maximised
- Excellent time management skills
- Strong communication skills, and an ability to promote innovative services clearly and persuasively, both in written communication and verbally
- Willingness to take responsibility and to propose and deliver solutions to difficult problems
- Strong team player
- Calm and methodical, capable of handling pressure and dealing with problems appropriately, whether by their own action or by reference to another member of staff

9. DIMENSIONS

- 9 site Libraries which are open (for differing periods) in non-core hours.
- Up to c14 staff on duty at peak non-core hours

Circulation 2004/2005

First Loans
Moray House Library: 71,000
Law & Europa: 67,000
New College: 28,000
Science & Engineering Libs (3 sites) 48,000
Medical/Vet Libs (6 sites) 37000

User Community
- Student Load 2004/5
  - Total student count: 23,700
    - Moray House: 2,136
    - Law: 1,241
    - New college: 397
    - Coll of S&E: 5526
    - Coll of MVM: 2936
  - Academic Staff 2004
    - Total staff count: 7400
      - MH: 197
      - Law 70
      - New College 30
      - Coll of S&E 1252
      - Coll of MVM 1014
    - NHS
      - Currently 1134 registered NHS members

On-Site Library Staff Eve/Weekends (excluding postholder) working at different times:
- Main Library: 3 Senior Helpdesk Assistants; 7 Helpdesk Assistants (most p/t); 6 Messengers; c12 Shelving Assistants
- MHL: 4 Library Site Assistants (Eve/Weekends) (all p/t)
- Law: 4 Library Site Assistants (Eve/Weekends) (all p/t)
- NCL: 2 Senior Library Site Assistants (shift/extra hours)
- S&E Libs: 5 Senior Library Site Assistants (Eve/Weekends) (all p/t)
- Med/Vet Libs: 3 Senior Library Site Assistants (Eve/Weekends) (all p/t)

10. JOB CONTEXT AND ANY OTHER RELEVANT INFORMATION

- The postholder must motivate a team of staff who are working in different physical locations and in differing physical and user environments.
- The postholder is the senior member of Library staff on duty during non-core hours