University of Edinburgh

Job Description

1. Job Details

Job title: User Services Librarian

School/Support Department: IS/Library, Museums and Galleries

Unit (if applicable): Collections Division

Line manager: Special Collections Manager and University Archivist.

2. Job Purpose

Responsible for managing and delivering all aspects of services to users including academic liaison and outreach, co-ordinating buildings/equipment matters and contributing to collection development and management. Management of printed special collections.

3. Main Responsibilities

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<th>Approx. % of time</th>
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<tr>
<td>1. Management of the User Services and related staff of the Special Collections department. Facilitating user access to the Special Collections of Edinburgh University Library. 50%</td>
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<td>2. Collection development, making smaller purchases for printed book and manuscript collections, suggesting potential larger purchases to enhance the iconic collections of the University. 10%</td>
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<td>3. Management of the printed collections, upgrading finding aid provision and ensuring high quality cataloguing of existing printed material to ensure appropriate exposure of printed collections. 10%</td>
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<td>4. Assisting with the management of the iconic manuscripts collection; with the Director of University Collections (DUC) and the Special Collections Manager (SCM). 10%</td>
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<td>5. Academic outreach liaison and training, presentations on collection content and finding aids, to widen access to and knowledge of the collections. 5%</td>
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<td>6. Exhibitions and loans co-ordination and procedures with DUC and SCM, to aid local and international exposure of the collections. 5%</td>
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<td>7. Overseeing accommodation, equipment and security (with SCM and DUC), to provide front line response and co-ordination on buildings matters. 5%</td>
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<td>8. Contributing to project development within the department. 5%</td>
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4. Planning and Organising

- The programme of work is set by the post holder in conjunction with the SCM with occasional input from the DUC.
- Annual work plans are produced for individuals, and for the Division. Work planning will take the form of regular meetings with the SCM to assess progress against objectives and targets set in the work plan.
- The post holder works with the User Services teams to set appropriate workplans and targets.
- Organisation of relevant training for the User Services team.

5. Problem Solving

- Screening access to material of a potentially sensitive nature. Interpreting existing guidelines on legal aspects of this such as Freedom of Information (FOI), Copyright and Data Protection (DP), involving SCM as required and ensuring User Services staff are aware of potential legal problems.
- Managing any staff or staff/user conflict/complaints.
- Maintaining staff and user awareness of security and specialist handling requirements in research/group teaching settings.
6. Decision Making

- Deciding on potential purchases for the collections, ensuring these fit in with the Collection Development Policy for Special Collections.
- Deciding on local cataloguing methods for major UK projects, for rare printed collections.
- With the DUC and SCM, evaluating Special Collections material for possible loan within the UK and Internationally.
- Balancing user requests for digitisation against project demands in Digital Imaging Unit workflows.
- Contributing to ongoing review and development of Collection Management tools and procedures to ensure the smooth transition of collection management processes into research resources for users.

7. Key Contacts/Relationships

- Colleagues in the Collections Divisions, in other parts of the Library (especially Online Services, liaison librarians and Main Library Management Team), and in other services within the Information Services Group to represent/promote Special Collections user services.
- University Staff, researchers, student interns through liaison activity, user education and coordination required for Special Collections projects and outreach.
- Other university libraries, professional associations, funding bodies, database suppliers, data services, to aid further development of user services.

8. Knowledge, Skills and Experience Needed for the Job

- A degree in librarianship or information science, or a first degree with honours and an appropriate postgraduate qualification is required.
- Experience working in an academic library, archive, or information service, with responsibility for user services. Experience of managing staff in a service-led environment is essential. Knowledge of web page management is desirable.
- In-depth knowledge and experience of cataloguing and metadata creation would be an advantage, good familiarity with rare book cataloguing standards.
- Ability to manage space and specialised storage needs of unique resources.
- Good awareness of legal issues affecting user services of Special Collections.
- Strong communication skills, and an ability to deliver information on complex subjects clearly and intelligibly, both in written form and in face-to-face communication, e.g. when delivering user education.
- The postholder should be 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

- Line management of staff directly involved in the provision of services, 1x CN4, 2xCN3, 5xCN2 (2.5 fte) Photographer and Assistant photographer. Project staff and interns as appropriate.
- The post holder is required to represent/deputise for SCM on user services/rare printed book matters and take a lead role in project development such as the UK wide ‘Britain in Print’, and generally act as the essential link between user and collection related resources.

10. Job Context and any other relevant information

- Special Collections handles approximately 150 requests per month and has a high demand for high quality digital images from the collections.
- The Special Collections department houses the unique and iconic collections of the University, rare books and archives with over 15,000 visitors per year.