University of Edinburgh
Job Description

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

2. Job Purpose
Has responsibility for managing the E-Resources Section of the Digital Library Division. Manages all aspects of the business of the Section with the assistance of Sectional staff. As a member of the Division’s Management Team, is also responsible for assisting the Division Head in all areas of the Digital Library Division’s management and strategic development.

3. Main Responsibilities

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1. Management of E-Resources Team (a Digital Library Officer, 2 x senior clerical staff plus four other clerical staff across a range of grades) involving planning, monitoring and reporting, to ensure delivery of services to agreed targets. 20

2. Staff management for the Section, which consists of eight staff responsible for delivering licensed and open access materials to University staff and students, and for the Library’s Interlibrary Loan and document delivery services. This includes performance appraisal, in order to ensure that staff are organised and performing to achieve agreed targets, and that all staff are fully motivated. 20

3. Delivery and monitoring of licensed and open access electronic resources in order to support the teaching and research needs of the University. 20

4. Liaison and negotiation with suppliers, and with colleagues across EULMG and IS, to ensure that appropriate services are delivered, and that contractual obligations are met. 15

5. Working as required with the Digital Library Development Manager and other colleagues to specify, pilot and evaluate new services – managing the involvement of a range of staff and users in these processes – in order to improve both the management of resources and service delivery. 10

6. Representing the Division within EULMG and Information Services, on relevant external groups, and deputising for the Division Head in order to support EULMG’s strategic objectives. 5

7. Contributing to the development of Divisional services and systems, including the management and development of user modules of the Library Management System and the Scottish Digital Library Consortium, in order to ensure that systems developments are informed by a full awareness of user needs. 5

8. General Divisional management in order to contribute Sectional effort to Divisional targets (section planning; monitoring against targets; reporting). 5

4. Planning and Organising
Work is based on management priorities agreed with the Head of Division and the Divisional Management Team, with three-year and one-year planning horizons. Work is organised around agreed strategic priorities. As much as is reasonable is delegated to Section staff, with regular meetings with the Section both as a group, and individually, to keep track of progress. Meetings with Sectional senior staff as a separate management group are arranged as necessary.

- Contribute to Divisional strategic workplan.
- Maintain Sectional workplans.
- Attend regular Divisional Management Team meetings to discuss priorities and assist with solutions.
- Attend Divisional Forum meetings to hear and respond to requests from internal EULMG clients.

5. Problem Solving
- Providing first-line responses to issues which occur in vendor relationships across a growing range of digital library products, referring on problems which require resolution at a more senior level.
- Dealing with staffing problems which lead to service cover difficulties, interpersonal conflict or disputes of remit.
- Identifying and making recommendations for training for staff as necessary to meet the requirements of a service.
• Considering optimisations to workflow within business operations, and introducing improvements where possible; making recommendations to senior management where higher-level decision-making is required.

6. Decision Making
• Decisions on when to take action without reference to more senior staff.
• Decisions relating to recruitment: shortlisting, criteria setting and selection in the event of chairing a selection panel.
• Decisions on short-term reprioritisation of tasks within Sectional workplans in response to urgent problems or requests.
• Decisions relating to staffing redeployment within and across Sectional teams in response to urgent problems or requests.
• Decisions on remedial action to be taken in the event of system failures.

7. Key Contacts/Relationships
• Contact with senior managers in EULMG and IS, and other Support Groups.
• Contacts with product vendors and content publishers and agents.
• Contact with users of library services – staff and students.
• Contact with senior staff in equivalent roles in other universities in the UK and overseas.
• Contact with members of the 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.
• Significant level (normally at least 4 years) of library or management experience
• Experience of working with electronic resources and service delivery
• 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.

Skills
• Leadership skills: motivation, delegation and initiative.
• Strong communication skills, and an ability to promote innovative services clearly and persuasively both in written communication and verbally.
• Financial management skills.
• Excellent organisational and time management skills.

9. Dimensions
• The Digital Library Division is one of four Divisions within EULMG, alongside Central Library Services, Collections and Academic Liaison.
• The Division consists of four Sections: E-Resources, Information Systems, Digital Architecture and Helpdesk.
• The E-Resources Section currently consists of eight staff.
• The E-Resources Section administers content which now accounts for 66% of the total Library spend on materials (this percentage is growing).
• The University’s Institutional Repository, the Edinburgh Research Archive, is managed by the E-Resources Section.
• The Division provides digital library services and information systems to EULMG’s 200+ staff, and approximately 23,000 members of the University community.

10. Job Context and any other relevant information
This post operates 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.