University of Edinburgh
Job Description

1. Job Details
Job title: Public Services Manager
School/Support Department: IS / Library, Museums & Galleries
Unit (if applicable): Central Library Services
Line manager: Head, Central Library Services

2. Job Purpose
To manage the provision of Public Services through the Site Libraries and to monitor, develop and enhance the policies underlying Public Service provision in all parts of the University Library, within the context of the IS/University Library Strategy, in support of the University’s strategic goals of excellence in teaching, learning and research.

3. Main Responsibilities
- To manage, monitor and develop Public Service policy (principally opening hours; lending (Head, Voyager Circulation module), photocopying services; presentation of the Library & its service; and responding to complaints) for all of the Library so that services are underpinned by co-ordinated policies, reflecting users’ needs.
- To manage, monitor and develop Public Service provision through the Site Libraries so that services are provided efficiently and cost effectively and to ensure, in collaboration with the College Librarians, that services are meeting users’ needs in as far as is possible.
- To collaborate with the IS Helpdesk Manager to ensure that Public Service policies and provision are appropriate to the Main Library and the Sites, so that a co-ordinated service is provided for users.
- To facilitate new developments often across several Units, and the Public Service aspects of major operational or logistical projects, so that the desired outcomes are achieved through group and project management.
- To develop, monitor and oversee the implementation of admissions policies and procedures for the Library so that local and national needs are harmonised to the benefit of the scholarly community.
- To develop and sustain self-sufficiency among Library users through means such as new student induction, the compilation of user advice documentation (print & on-line), signage and facilitating building legibility, so that Library users are enabled to routinely use the services on their own - especially during un-staffed hours of opening - whilst being able to turn to staff during core hours for assistance with more complex matters.
- To lead for the Library on all matters pertaining to Disability, such as DDA Compliance in IS, through participation in University and national groups, to ensure that the needs of these Library users are met as fully as possible by means, which are in line with national developments.

4. Planning and Organising
The Post holder:
- Reports to the Head, Central Library Services Division.
- Manages the site libraries through the Site Operations Supervisor and, as appropriate, the Site & Services Supervisors, in liaison, as necessary, with the College Librarians.
- Manages the Duty Librarians and organises voluntary duty librarian rotas.

5. Problem Solving
Opening hours: Service responsiveness to changing needs:
**Problem** – how to provide opening hours during public holiday weekend before exams providing study space and self-service loans at low cost;

**Resolution** – consulting appropriate managers and College Librarians (user view), worked out and costed proposal to provide opening with security cover and self-service lending and photocopying thereby meeting users’ expressed needs whilst enabling almost all staff to take the public holiday.

*Course-book Service*

**Problem:** to establish means whereby a course-book service and collection, to meet needs of 1st & 2nd year under-graduates, could be created and located in one place.

**Resolution:** analysed loan patterns to determine likely size and content of collection; consulted senior colleagues about space and service options; now chairing a Working Group of all interested parties to develop the means – in progress.

*Staff management:

**Problem:** to establish new operational management of a group of site libraries after the restructuring of the Library’s Senior Management Team removed the previous management structure.

**Resolution:** the group of site libraries was transferred to the Public Services Team, headed by the Post-holder. A Team Leader was appointed to supervise the Team within the context of Public Services. A reduced number of staff were focussed on Public Services, duties were re – allocated, some staff were transferred between Site Libraries within the group.

6. Decision Making

**Opening hours:**

In consultation with appropriate managers would recommend to Library’s Senior Management Team and through them to University Library Committee, the hours for which the Library would be open over a specific period.

**Lending Policies**

Following a review of lending policies in consultation with colleagues and students, recommended to the Library’s Senior Management Team and through them to the University Library Committee, changes to overdue fines, fine limits before services are blocked, changes in renewal policies and return grace periods.

**Integration of service**

On the integration of a Site Library into the Main Library e.g. Reid Music Library, and the Erskine Medical Library, decide on how best to harmonise different lending policies, so as to provide a co-ordinated service to users of the new merged collection and service.

7. Key Contacts/Relationships

*Internal (IS)*

senior Divisional colleagues, College Librarians, senior IS colleagues, HR and other Support and administrative units.

*Internal (University)* University Committees as required e.g. University Disability Committee; EUSA Academic Services Liaison Group; staff in Colleges either through the College Librarians or directly for specific issues.

*External:* professional colleagues in other universities, committees as required e.g. UKLP Steering Group (member), SCURL Special Needs Group, Voyager UK User Group.

Such contact may be face-to-face, in writing, by phone.

8. Knowledge, Skills and Experience Needed for the Job

(a) Qualifications
   - A degree and /or qualification in librarianship or information science

(b) Experience
   - Significant experience in academic libraries, preferably working in different areas of library service including the delivery of public services and liaison with academics.
• At least 5 years' middle management experience of staff management
• Substantial experience of Integrated Library Management Systems, preferably including circulation.
• Understanding of the complexities of a major, long standing, research library.
• Overview of trends in Library provision

(c) Skills
• Communication particularly ability to promote innovative services clearly and persuasively and to handle complaints through both written and verbal means.
• Project management
• Staff management

9. Dimensions
There are about 50 members of staff (full and part time) in the 13 Library Sites, comprising around 20% of the Library's core staff. Staff management is a significant component of the Post-holder's Main Responsibilities
The Public Services Team provides services on 13 sites to a student user community of around 12,200 and academic staff community of 2,500. The Post-holder provides Library - wide policy and operational procedures for many services provided through the IS Helpdesk in the Main Library. First loans in 2004/5 from the non - Main Library sites were 251,000 or 33% of the total.

10. Job Context and any other relevant information
Responsibility for Admissions includes contact with other parts of UoE e.g. Schools Liaison, MIS and Alumni. The Post-holder represents EUL on national access groups and is the local access co-ordinator for Elisa, SCURL, UK Libraries Plus and Sconul Research Extra.