University of Edinburgh
Job Description

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

2. Job Purpose
To lead, manage, and develop customer-focussed professionally robust Library services for the Digital Library Division, to ensure that the needs and objectives of the University, Colleges and Schools, staff, students and researchers are met through the efficient and effective delivery of services which are matched to the strategic requirements of Information Services and the University. As a member of the Library senior management team, responsible for assisting the Director of Library Services in all areas of Library Museums and Galleries management and strategic development.

3. Main Responsibilities

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<th>Approx. % of time</th>
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<td>1. Leadership and strategic planning in order to develop the Digital Library for the University.</td>
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<td>2. Decision-making relating to Divisional business operations and staff management in order to meet Divisional targets.</td>
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<td>3. To assist with decision making for general management purposes, and to provide General EULMG management in order to contribute Divisional effort to Unit and to Information Services targets.</td>
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<td>4. Securing grant funding for innovative and appropriate research and development projects so that EULMG can develop its own services for the benefit of existing and prospective students and staff.</td>
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<td>5. Representing EULMG within Information Services and the University as required to ensure that EULMG plays a full part in the University’s overall operations.</td>
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<td>6. Representing EULMG within the national and international library communities in order to remain up to date with important professional trends worldwide, and contribute the benefit of our experience to the wider profession.</td>
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<td>7. Leading for EULMG on Scottish Digital Library Consortium matters in order that EULMG can contribute to and benefit from participation in an organisation which advances digital library services across Scotland.</td>
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4. Planning and Organising
Work is based on management priorities agreed with the Director of Library Services and the Senior 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 Heads (E-Resources, Information Systems, Digital Architecture and Helpdesk), with regular meetings with Section Heads as a group, and individually, to keep track of progress.

- Contribute to Library strategic workplan.
- Convene a monthly ‘Digital Library Division Forum’ to allow the Division’s internal clients to comment on and request service, and to take their advice on matters relating to the business areas of the Division.
- Maintain sectional workplans with Section Heads, and ensure that they are regularly discussed and reported on.
Meet regularly with Divisional Management Team to discuss priorities and assist with solutions.

Oversee Divisional finances and ensure that funds are spent justifiably for the business of the Division and EULMG, that audit requirements are met, and that new areas of expenditure are costed reasonably.

5. Problem Solving

- Resolving issues which occur in vendor relationships across a growing range of digital library products, to secure best value from procurements and strong support for products on which we are delivering services.
- Restructuring teams within EULMG and within Information Services more broadly to meet changing nature of work and workflows.
- Dealing with staffing problems caused by adjusting remits or workloads.
- Dealing with client unhappiness – whether external or internal, and mediating solutions acceptable to both sides.
- Identifying new requirements and making cases for investment in staffing resources or new products in response to service problems or deficiencies.

6. Decision Making

- Decisions on budget priorities for the Division in the area of IT expenditure, in conjunction with Director of Library Services and Section managers.
- Decisions on prioritisation of tasks within Sectional workplans, and reprioritisations in response to urgent problems or requests.
- Decisions on business risks: when to commit to a particular innovation and when to reject.
- Decisions relating to recruitment – job reprofiling; job analysis; recruitment criteria; shortlisting; selection, etc.
- Decisions on which externally available projects or tenders should be pursued by the Division.

7. Key Contacts/Relationships

- Contact with senior managers and academics within the University over planning and performance of services delivered by the Digital Library Division.
- Contact with senior librarians and information service Directors in the UK and overseas over externally funded projects with national remits, partnership agreements, etc.
- Contact with members of the Scottish Digital Library Consortium Board.

8. Knowledge, Skills and Experience Needed for the Job

**Qualifications**

- Good educational background with relevant ICT qualifications and/or appropriate relevant experience.
- Significant level (normally at least 10 years) of library or IT management experience

**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.
• In terms of EULMG expenditure on resources, the Division is now responsible for 66% of the total, as the balance between hard copy and digital content has shifted dramatically in recent years.
• The Division consists of four Sections: E-Resources, Information Systems, Digital Architecture and Helpdesk. In addition there are a variable number of externally funded project posts, some reporting directly to the post holder. The Support Librarian for the Scottish Digital Library Consortium also reports directly.
• The Division consists of approximately 45 staff, with five managers reporting directly to the post holder.
• 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 international 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 alert to innovations and new approaches to learning and research in order to understand the rapidly changing learning, research, social and cultural environments of students and academic staff. The role includes a commitment to and an ability to deliver business change management, particularly over the next few years when the implications of current Information Services ‘realignment’ will be worked through. Another important success factor in this role is the ability to attract external grant funding for new service development.