



## JOB DESCRIPTION

<b>Job Title:</b>	Head of Acquisitions and Content Delivery
<b>Department / Unit:</b>	Library, Learning Support and Culture
<b>Grade:</b>	RHUL 8
<b>Accountable to:</b>	Assistant Director (Library)
<b>Accountable for:</b>	Book Acquisitions Co-ordinator Journals and Databases Co-ordinator Metadata, Discovery & Analytics Co-ordinator Senior Information Assistant (Document Delivery)
<b>Purpose of the Post</b>	
<p>The Library, Learning Support, and Culture Division is responsible for providing a range of services to support Royal Holloway's learners, academic staff and researchers. These services include access to digital and physical content, together with the provision of advice and support. The Library Service is comprised of Academic Liaison, Acquisitions and Content Delivery, Customer Services, Library Systems and Research Information. Teams shaping the cultural and learning support strategy of the University, and the division's Administration function are collocated within the Division's portfolio and play a prominent role in the delivery of the University's ambitions.</p> <p><b>Job Purpose</b></p> <ul style="list-style-type: none"> <li>• To lead and develop the Acquisitions and Content Delivery team and services, including setting, monitoring and reviewing performance targets.</li> <li>• To lead on ensuring that both print and electronic Library resources are acquired in a timely manner, and made discoverable as efficiently and cost-effectively as possible, facilitated by appropriate systems, metadata and classification.</li> <li>• To work with the Assistant Director and colleagues across the library to contribute to the overall management and strategic direction of the service, including contributing to the development of relevant Policies.</li> <li>• To collaborate with the Research Information Manager around the implications of changes to scholarly communications on Acquisitions and Content Delivery, particularly around both locally and nationally co-ordinated supplier negotiations.</li> <li>• To collaborate with the Head of Academic Liaison to ensure that content supports the teaching, learning and research needs of the University.</li> <li>• To collaborate with the Head of Customer Services around implications for collection management.</li> <li>• To collaborate with the Administration Manager on the provision of statistical information.</li> </ul> <p>The post holder will also be a member of the Library Management Team.</p>	

## Key Tasks

### Acquisitions

Line-management of the Acquisitions team including the Journals and Databases Co-ordinator and Book Acquisitions Co-ordinator.

1. Take responsibility for library purchases, subscriptions, and standing orders (both print and electronic). Within an agreed resource allocation, ensuring the University receives best value for money from publishers, subscription agents and suppliers, including around the negotiation of complex licences and the provision of associated open access services.
2. Manage University participation in national and regional consortia library purchase agreements.
3. Manage contracts with individual library suppliers and monitor supplier performance. Maintain ongoing and regular communication with existing content suppliers, including customer account meetings.
4. Ensure all procurement procedures are compliant with statutory and University regulations, including use of the Library Acquisitions credit card.
5. In close liaison with the Research Information Manager where appropriate, to take overall management of major acquisitions, including monitoring external developments around publishing models, big deals and national initiatives, and to advise on availability and appropriate pricing models for print and online resources.
6. Ensure detailed and accurate administrative data on purchases, subscriptions and usage is maintained. Monitor budgets, and ensure invoices are paid within contracted terms.
7. Lead on licence management of online resources in the Library Management System, ensuring the University is compliant with licence agreements and identifying any risks to the University. Contribute to the provision of seamless online access to library resources through input into the development and maintenance of authentication systems.
8. Lead the development of innovative acquisition models, and ensure the methods used best meet the needs of the University.

### **Inter Library Loans and Digital Copies**

Line-management of the Senior Information Assistant (Document Delivery).

9. Lead the development of the Inter Library Loans and Digital Copies services, ensuring these meet agreed delivery targets and remain compliant with legal and licencing requirements.

### **Metadata, Discovery & Analytics**

Line-management of the Metadata, Discovery and Analytics Co-ordinator.

10. Manage the capturing, creation and management of Library metadata, and the monitoring of metadata quality.
11. Oversee initiatives to improve the discoverability of content through both internal and external resource discovery services.

12. Manage the production and collection of selected Library analytics.

### **Planning and Development**

13. As a member of the Library's Management Team, play a role in contributing to library planning and strategy, including contributing to the development of relevant Policies.
14. In close liaison with the Library Systems Manager, ensure development and best use of the Library Management System and other associated services for Acquisitions and Content Delivery.
15. Undertake continuous improvement to key processes to ensure they are delivered as effectively and efficiently as possible, and that team members are appropriately trained. These improvements will particularly take into account any potential efficiency savings from automation, outsourcing, or shared services initiatives.
16. Identify and provide management information (reports, analysis and interpretation) on departmental activities, such as use of resources, information provision budgets etc. as required to inform service quality review and development.
17. When necessary, prepare business cases to support significant change or additional investment.

### **Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

#### General

18. Contribute to business continuity and disaster management planning, particularly in the area of supporting continued access to library e-resources.
19. Participate in Library, University and external project work and activities, as required, to meet the University's strategic aims and goals.
20. Represent the University at an international, national and regional level regarding acquisitions and content delivery (eg JISC, LUPC, UKSG, and NAG), and to contribute to continuing professional development.
21. Maintain and enhance professional knowledge through attendance at conferences, keeping up-to-date with the professional literature, publications and other relevant professional activity to identify best practice elsewhere.
22. Carry out such other duties and responsibilities as the line manager or Director of Library Services, Learning Support and Culture may reasonably require.

The duties listed above may be varied from time to time as dictated by the changing needs of the University. The post holder will also be expected to undertake additional duties as appropriate to the grade and as requested by their manager. This may include occasional evening and weekend commitments, for which time off in lieu will be offered.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

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### **Internal and external relationships**

The post holder will be required to work closely with all colleagues within Library Services, Learning Support and Culture.

The following list is not exhaustive, but the post holder will also be required to liaise with colleagues in other areas, including:

#### **Internal:**

- Finance
- Human Resources
- IT Services
- Academic Schools – Administrative and Academic Staff
- Academic Services teams

#### **External:**

- Library content suppliers including commercial companies and other libraries.
- Procurement organisations
- HE library networks (eg LIBER, RLUK, SCONUL, CILIP)