



Library Services

The College

Royal Holloway is one of the UK's top research-intensive university institutions and is acknowledged worldwide for its research and excellent record in teaching quality across three faculties: Arts, Science, and History and Social Sciences.

Royal Holloway is one of the four largest multi-faculty colleges in the University of London and has a vibrant community of approximately 8,000 students from over 130 countries. There are 18 academic departments and almost 1,400 staff, including 534 academic teaching staff.

The College occupies a large attractive campus at Egham, Surrey, situated in the green belt near Runnymede and Windsor Great Park, with good communications to and from London. Egham is 35 minutes by train from Waterloo, and the College is one mile from the M25 and 15 minutes' drive from Heathrow Airport.

Royal Holloway prides itself in its friendly, supportive environment.

For further information about the College see www.rhul.ac.uk

Libraries

The Library is on two sites within easy walking distance of each other. The Founder's Library (Languages, Literatures, Cinema, Theatre and Fine Arts) is located within the magnificent Founder's Building, modelled on the Chateau de Chambord and opened by Queen Victoria in 1886. The Archives service and collections are also in this building and provide access to unique papers and materials relating to the history and development of the College.

The Bedford Library, opened in 1993, houses resources for science, social sciences and history as well as tlc@bedford, an IT-rich social learning space launched in 2008. (For a film of the space in action see: www.rhul.ac.uk/information-services/TLC).

The Library's book collections extend to some 600,000 volumes. There are subscriptions to more than 17,000 e-journals; more than 800,000 items are loaned each year and there is an annual footfall of about 700,000. There is increasing provision of electronic resources: e-journals, databases, datasets, e-books, all of which are accessible remotely 24 hours a day, seven days a week.

The Library continues to improve the service it offers. It is open 7 days a week, supporting a full library service from **08:00 to 01:00** on weekdays (Monday – Thursday) in term-time as well as opening across the weekend. They are also open across the weekend offering a helpdesk service 11:00-19:00 and Self-Service 08:30-11:00 and 19:00-21:00. From 12th January to 16th April 2015 the Bedford Library will be open 24/5: Sunday 08:30 through to Friday 21:00 and Saturday 08:30 to 21:00. In the pre-exam period 19th April, the Bedford Library is open 24 hours a day, 7 days a week.

Royal Holloway students and staff are significant users of the Senate House Library in central London (see www.ucl.ac.uk). This major research library has strengths in arts, humanities and social sciences and subscribes to many electronic resources which are also available remotely to Royal Holloway students and staff.

Staffing and Structure

There are 40 full time equivalent Library and Archives staff. The Management Team comprises the Director of Library Services John Tuck and Associate Directors Matthew Brooke and Amy Warner. There is a team of Information Consultants supported by liaison and customer focused support staff. Full details of staffing can be found at <http://www.rhul.ac.uk/library/aboutus/whoswho.aspx>

The Library works closely with Royal Holloway's IT Department. The Director of Library Services and the Director of IT both report to Royal Holloway's Registrar and Director of Operations Simon Higman.

The Library is an active member of the M25 Consortium of Academic Libraries and the 1994 Group. It is also a member of LIBER.

Systems and Innovation

The core management and information system is *Aleph500*. The *Aleph* web OPAC (<http://library.rhul.ac.uk>) is fully networked and is accessible in public areas of the libraries, open access PC Labs and staff desktops in the College, as well as from users' homes.

You can search across all our electronic resources simultaneously using LibrarySearch: <https://librarysearch.rhul.ac.uk/>. Individual databases can also be accessed via our E-resources wiki: http://eresources.rhul.ac.uk/kb/Main_Page.

RFID self service technology has been implemented in both the Bedford and Founder's Libraries.

The Library plays a significant role in the development of the College's open access repository of Royal Holloway Research (Royal Holloway Research Online (<http://eprints.rhul.ac.uk>))

The College is committed to 'e-learning', combining the best of traditional teaching methods with high quality electronic resources and services. The Library works closely with the Academic Development Services to deliver content through Moodle.

Strategy/Priorities

The Library services and strategy reflect the College's corporate strategy (see www.rhul.ac.uk/strategy-unit/Strategy%20p1.html). Strategic priorities for the Library can be summarised as contributing significantly to the student experience through responsiveness to student and researcher needs and investment in six key areas: information provision; service; technology and information infrastructure; space; compliance and best practice; partnership; and outreach and knowledge transfer.

The Posts

The Weekend Deputy Supervisors work on a rotational basis and are required to cover the Weekend Supervisor for all periods of planned leave and unexpected absence due to sickness.

Weekend Deputy Supervisors are required to carry out a variety of general duties within the College library and these duties may vary, but in respect of this post will concentrate on the following core library activities, which aim to provide an efficient, customer-focused service for our users. This includes supervising the staff working on the loans desk, shelving and book processing with, additionally, any other duties as may be reasonably expected of a library assistant to meet the strategic aims of the library service. The Deputies will be expected to communicate effectively with the Weekend Supervisor to allow continuity of service.

The Weekend Deputy Supervisors will be responsible to the Weekend Supervisor who will provide training in the duties of the post.

The duties of the post are described in the attached job description.

The Persons

The successful candidates will have a good educational background.

We are seeking to appoint enthusiastic, flexible persons with good communication skills and the ability to interact successfully with a wide variety of people, work as a member of a team and, when under pressure, in a calm and efficient manner. It is expected that the post holders will be adaptable and embrace change as new services and new ways of working are introduced.

Experience of working in a Customer Service environment eg retail or hospitality for a minimum of 6 months is essential. Previous experience of working in a library would be an advantage. Ideally the post holders will have developed supervisory skills; however we will be looking for people that at least have the confidence to acquire the skills necessary to be proactive with staff, to keep them informed and to be prepared to take responsibility for decisions within the framework laid down.

Confidence in a computer based environment and the ability to use Social Media are necessary for this post. Knowledge of library automated systems would be an advantage. Numeracy is essential. The Library uses PCs widely and therefore IT skills are essential although full training will be provided.

The post holders must be capable of carrying out their duties in a busy environment. Applicants should note that the work involves a range of duties of a physical nature and it is essential to be fit.

The posts are based at Bedford Library and Founder's Library. However, according to the requirements of the Library Service you may be required to undertake duties in another section of the Library.

The person specification, job description and other information regarding the post can be found on the HR website.

The Appointments

The working pattern for this post is as follows:

- **Saturday 16.45 - 21.15**
- **Sunday 16.45 - 21.15**
- **The successful candidate will work alternate weekends, totalling 9 hours per weekend duty.**

In addition the Deputy Supervisors will be required to cover each other and also the Weekend Supervisor to ensure continuity of the Library service.

Volunteers are also required to work on the College's 2015 Easter closure period, to ensure continuity of Library opening hours over the Easter period.

Salary is hourly paid at £11:05 per hour

Grade 4 Salary Scale (£20,165 to £22,624 pro rata per annum inclusive of London Allowance).

Salary is paid monthly directly into a bank or building society account on completion of a weekly timesheet via MyView, the online employee self-service.

The contract is for an initial period **30th January 2015 – 14th June 2015.**

The successful candidates will be required to attend induction and training session on Friday 30th January 2015. Flexibility to attend additional training events throughout the year.

This appointment is subject to a 6 month probationary period.

General

Staff have full use of the Library staff room facilities.

Smoking Policy

In an effort to provide a healthy and comfortable working environment smoking is prohibited in the libraries. Full details of the Smoking Policy are available from the Safety Officer.

Applications

To view further details of this post and to apply please visit <https://jobs.royalholloway.ac.uk> . The RHUL Recruitment Team can be contacted with queries by email at: recruitment@rhul.ac.uk or via telephone on: +44 (0)1784 41 4241.

Please quote the reference: **1214-273**

Closing Date: Midnight Friday 9th January 2015

Interview Date: Friday 23rd January 2015

The College is committed to equality and diversity, and encourages applications from all sections of the community.