

ROYAL HOLLOWAY
University of London

JOB DESCRIPTION

Department:	Library
Post Title:	Library Collections Co-ordinator
Grade:	RHUL Grade 6
Responsible to:	Head of Customer Services

The main responsibilities of the post are:

- **Delivery of an efficient returns, holds and re-shelving process;**
- **Management of the Teaching Collection, including the smooth transition of items into and out of this Collection using appropriate management data;**
- **Overseeing the self service equipment, including kiosks, security gates, and returns units, including effective liaison with the supplier over performance issues;**
- **Liaison with the Acquisitions and Liaison Teams regarding collection management to plan for growth and to manage an on-going cycle of stock review and management;**
- **Ensuring that appropriate signage is in place to assist customers in navigating through the collections**
- **Line management of Information Assistants within the Customer Services team;**
- **Line management of Stock Management Assistants working throughout the year in both day-to-day stock management and project-related activities;**
- **Supervision of Information Assistants from other sections of the library working on stock management projects;**
- **Recruitment of staff, including Information Assistants and variable hours staff;**

- **Production of management information and reports to improve the efficient working processes within the Library;**
- **Overseeing the range of external memberships of the library and being the named contact for the various schemes. These include SCONUL Access, M25 and University of London arrangements plus others as they may arise.**

Responsible for:

The main responsibilities of the post are:

Responsible for:

1. Responsibility for the development and delivery of an efficient returns, holds and re-shelving process to maintain a high standard of stock delivery across the service. This includes ensuring shelving and stock management activities take place according to agreed service standards. To review current procedure on moving to the new library in 2017.
2. Management of the Short Loan Collection (and the Teaching Collection in the new library), which requires working closely with the team of Information Consultants and the Customer Services staff who are responsible for the ongoing management of this collection.
3. Responsible for providing management information to the Acquisitions department and the Information Consultants to plan for stock growth and to manage the ongoing cycle of stock management reviews.
4. Day-to-day supervision of the self-service equipment, MFDs, computers, audio-visual equipment and the support in the use of such equipment and escalating appropriately with external Suppliers.
5. Responsibility for ensuring that appropriate signage is in place to assist library users in navigating the various collections. In addition, the preparation of temporary signage for stock management projects. Ability to convey stock management projects information to Library Users via Social Media (Twitter, Facebook etc) and Library web pages.
6. Assisting colleagues in the organisation of the weekly timetable, and day-to-day timetabling and supervision of the staff working at the Library Help Desks.
7. Assisting colleagues in the day to day supervision of the frontline staff ensuring that staff are providing information according to SLD standards. This includes the use of the Library Management System, Alma, Self Service equipment, Staff issue, IT queries and Pharos software.

8. Communication with weekday and deputy weekend supervisors to ensure continuity of service and that additional tasks, project work and other non/regular work is carried out.
9. Responsible for enforcing appropriate student behaviour according to zoned study areas and supervision of regular noise patrols.
10. Responsible for operating a Self Service environment from 19.00. (1 late night required)
11. Ability to convey information to Library Users via Social Media (Twitter, Facebook etc.) and Library web pages.

Staff supervision/management

1. Line management of up to three Information Assistant's working within the Customer services team, and to supervise other Information Assistants undertaking Customer Services activities. Provide appropriate training, including induction of new staff, introduction of new methods and systems, and day to day routine assistance and supervision.
2. Line management of the Stock Management team (12 casual staff). This includes the day to day management of the team, performance management, probation meetings, rotas, authorisation of timesheets etc.
3. Responsibility for the supervision from other sections of the library working on stock management projects. To provide appropriate training and supervision of staff involved in the projects.
4. Participation in the recruitment, induction and on-going training of variable hour and frontline staff.
5. Collect, collate and analyse stock management usage statistics, and prepare management information reports for senior staff / academics to support and improve the efficient working of stock within the Libraries.

Facilities Management

1. Responsible for the management of the Library environment including regular tidying, removal of litter from the tables and relocation of furniture.
2. Responsible for escalating appropriately Facilities, IT, Network, Alma, and behavioural problems to the relevant contacts while on duty.

Service wide responsibilities

1. Involvement in frontline/office process reviews.
2. To participate in cpd25 events, regional and national Customer Services conferences (for example CILIP conference) in order to maintain awareness of new developments within the Customer Services area.
3. Participation in the planning of the new library.
4. Support the Head of Customer services in new developments within the service.
5. Following the implementation of a new system, for example the new Library Management System, Alma, developing processes / procedures / work flows in order to exploit opportunities to improve staff efficiencies and user satisfaction.
6. Participation in general Customer Care team duties when required.
7. Participation in other work and activities, including cross-service projects, as part of a team of staff seeking to meet the Library's strategic aims and goals

Any other duties as required by the line manager of Head of Department that are commensurate with the grade.

As the needs of the College change so the above job profile, duties and location of the role within the College will be adjusted accordingly.

Carol Sadlowski
March 2016