

Job description

Job title: Digital Technologies Librarian	Status: Permanent, Full Time, 37.5 hours per week
Team: Library & Learning Resources	Reports to: Head of Library Content & Liaison
Main Location: Greenwich or Greenford Campus, with flexibility to work across all sites	Direct reports: Digital Resources Specialist
Department: Academic	Departmental budget holder: No

Position purpose:

The Digital Technologies Librarian is responsible for management and development of technology-related library and learning resources that underpin the effective delivery of Library & Learning Resources within GSM London. These include online information resources, electronic collections, web-based platforms, discovery services and academic support for use of digital technologies for students and staff. This position will take a leading role in the development of a broad range of digital services, platforms, software and tools and will work closely with senior library staff, learning technologists, the academic faculty and external professional bodies and stakeholders to ensure that services meet the needs of students and staff across the institution.

Position accountabilities:

Accountability	Key activities
Service delivery	<ul style="list-style-type: none"> • Manage the Library's digital resources, systems and technology, which include databases and aggregator packages, the Library Management System, online platforms and delivery systems such as discovery search, and access management for subscription e-resources. • Research and gather requirements for development of new digital initiatives and technology solutions for library services, co-ordinate implementation projects and provide support and instruction to library and other staff in the adoption and use of digital information sources, applications and tools. • Design and deliver user education and digital skills training for students and academic staff, both face-to-face and online. Coordinate the development of online resource guides and guides to services. • Provide advice and assistance to GSM students and staff in the effective use of electronic information sources for study, teaching and research; and associated digital copyright matters. • Actively participate in the coordination and development of services including collection development and management, academic liaison and other initiatives in line with the department's strategic objectives. • Maintain an awareness of current and future developments in the relevant information and technology areas.
Reporting	<ul style="list-style-type: none"> • Develop and maintain performance and quality assurance monitoring and reporting systems. • Compile and analyse usage statistics for physical and online services. Produce end-of- month and ad hoc reporting for the department.

Accountability	Key activities
Continuous Improvement	<ul style="list-style-type: none"> Contribute to the continuous improvement of service delivery and internal processes and practices. Develop documentation of best practice, procedures, policies and guidelines, and suggest and collaboratively implement process improvements.
People Management	<ul style="list-style-type: none"> Manage, develop and retain staff; growing staff satisfaction, engagement and retention. Actively manage performance requirements of team members to ensure key performance outcomes are achieved. Act as mentor to the LIS team, providing guidance and professional expertise.
Stakeholder Engagement	<ul style="list-style-type: none"> Build and maintain strong relationships with all key internal and external stakeholders. Clearly communicate information to stakeholders. Communicate stakeholder expectations to the team and monitor to ensure these are met and maintained.
Health and Safety	<ul style="list-style-type: none"> Hold personal accountability in avoiding action that could threaten the health or safety of you, other employees, customers or members of the public.
GSM London good citizenship	<ul style="list-style-type: none"> Hold personal accountability to ensure continual focus on enhancing the student experience through actions, words and behaviour. Our students are the most important members of our institution and must be treated as such.

Key stakeholders:

Internal:

- All GSM London Students
- Academic department staff at all levels
- Technology Enhanced Learning, Information Technology, Continuous Improvement, Employability departments; and other professional services

External:

- External suppliers and vendors of print and electronic resources, systems and technologies
- Information professionals at partner institutions
- Professional sector bodies – e.g. CILIP, JISC, SCOUNL
- Compliance authorities – e.g. CLA, NLA, Era

Knowledge, skill and experience requirements:

Essential:

- Postgraduate qualification in Library/Information science or related discipline, or equivalent experience.
- Demonstrated experience within an academic library service with at least 2 years' experience in a digital technologies-focussed role or equivalent experience in a related professional sector.
- Excellent knowledge of higher education library and learning technology services and current issues and challenges within the sector.
- Demonstrated knowledge of electronic resources management.
- Demonstrated knowledge of library systems management
- Demonstrated knowledge of access management solutions for online resources.
- Demonstrated experience delivering user education.
- Demonstrated experience in stakeholder engagement
- Proven ability to effect change and develop and implement changes and processes.
- Proven ability to effectively lead and manage teams.

- A high degree of self-motivation and the ability to motivate others.
- Excellent oral and written communication skills.
- Demonstrated ability to synthesise, analyse and present a range of data.
- Demonstrated ability to prepare standard and specialist business correspondence, reports and documents.
- Demonstrated ability to be well planned and organised in a busy working environment.
- Excellent computer literacy including competent use of library management systems and a broad range of IT applications, including Microsoft Office.

Desirable:

- Demonstrated experience in managing discovery services.
- Demonstrated project management experience.
- Demonstrated knowledge of User-Centred-Design principles and practices.
- Demonstrated experience in online reading list software solutions.
- Demonstrated experience in academic digitisation services.
- Demonstrated knowledge of digital copyright issues and compliance practices
- Demonstrated knowledge of electronic business and legal information resources.
- Demonstrated knowledge of higher education digital literacy provision
- Demonstrated knowledge of automated library systems, virtual learning environments and reference management software.

Key behaviours:

- Customer focus
- Results orientation
- Team orientation
- Problem solving and decision making
- Attention to detail
- Planning and organising
- Time management
- Integrity
- Initiative
- Individually motivated and the ability to motivate others
- Use of computers and technology