



Description and Person Specification

Professional Services Staff

Job title: Operations & Engagement Librarian

Department: Academic Operations

Pay Band: C

Line Manager: Library Manager

Role Purpose:

Oversee the services, facilities and operations of the Library, to deliver high-level customer support, expert assistance and an excellent user experience for students and staff.

Coordinate provision of circulation services, enquiries desk support, and guidance for best use of library search systems, print collections, online resources and independent study facilities for successful learning, teaching and research.

Supervise stock management activities, including organisation and maintenance of books and journals, special collections including the materials library, and additional storage space to ensure that users can access relevant resources at the point of need.

Manage the day-to-day library environment, ensuring spaces and furniture are well maintained, and that users are advised on agreed behaviours such as noise levels in designated library zones.

Monitor the use and uptake of the Library services, including occupancy, engagement with staffed support, and associated feedback.

Work independently, and with colleagues and students to deliver a high-quality, responsive and inclusive experience to all members of the Ravensbourne community.

Duties and Responsibilities:

- Coordinate and develop the operations of the Library, ensuring a smooth and consistent delivery.
- Liaise with other professional departments to ensure provision of joined-up, customer-focussed services and that facilities and equipment are maintained and supported to meet the needs of users.
- Oversee and develop the provision of enquiries desk and circulation services, including inter-library loans, in line with the curriculum support and research requirements of students and staff.
- Manage the Library mailbox to ensure an effective and timely response to emails, referring to members of the library team and other departments as necessary.
- Coordinate the operation of stock circulation systems and procedures including the Library Management System and self-service loan technology, escalating and resolving service disruptions promptly.

- Provide advice and assistance to students and staff in the effective use of print and electronic information sources for study, teaching and research and relevant copyright matters, responding to ad hoc requests and co-ordinating delivery of an Ask-a-Librarian service.
- Develop, deliver and evaluate library induction programmes and training/awareness sessions for students and staff, including information and guidance about the resources available to partner institutions.
- Oversee the creation and evaluation of library guides and support materials in a variety of formats and ensure that materials remain current and accessible via the Library intranet and VLE pages.
- Coordinate library publicity initiatives, including service announcements, promotional and current awareness displays, and a range of student engagement activities.
- Participate in liaison with academic staff to ensure appropriate resources and information skills are provided to meet course specific requirements. Contribute to delivery of library inputs to academic and professional staff development events and programmes.
- Represent the department at Student Voice meetings and other appropriate forums to provide professional insight, gain feedback and explain services.
- Develop and lead user satisfaction and feedback initiatives, including focus groups and other surveys, and contribute to action plans in response to NSS survey results.
- Coordinate the collection of data on user feedback and use of study environments, loan services and related resources. Collate and analyse statistics and produce reports to inform service developments and decision making.
- Assist with statistical benchmarking of library facilities and services against the sector and identified comparator institutions.
- Lead the Library Assistants in delivery of relevant and effective services to meet the needs of a diverse student body.
- Recruit, line-manage and develop staff as required, including work allocation, performance management and identifying training needs.
- Develop and maintain documentation of procedures, policies and guidelines for library operations and use of services. Identify and suggest emerging amendments where processes can be improved, or new initiatives introduced to achieve efficiencies and enhance user experience.
- Procure goods and services as required, ensuring compliance with Finance processes and procedures.
- Maintain an awareness of current developments in the relevant information and technology areas.
- Perform other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne's objectives achieved.

Other

- Demonstrate an understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.
- Work within Ravensbourne's Code of Conduct and other Rules
- Comply with all legislative, regulatory and policy requirements (e.g. Finance, People & Culture) as appropriate.
- Carry out the policies, procedures and practices of Health & Safety in all aspects of the role.
- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work and show commitment through everyday practice in the role.

Key working relationships:

- Course Leaders and course teams
- Students
- IT Support
- Facilities
- Academic Operations Colleagues
- Student Support Services
- Library staff at partner institutions
- External suppliers of resources and equipment
- Professional bodies – e.g. SCONUL
- Compliance authorities – e.g. CLA, ERA

Resources Managed

Budgets: N/A

Staff: Library Assistants (currently 1.0 FTE) and Student Shelves

Other (e.g. equipment; space): N/A

Person Specification		
Knowledge & Experience	Essential	Desirable
Education		
Postgraduate qualification, ideally in Library and Information Studies/Science or related field, or equivalent professional experience	✓	
Undergraduate degree, ideally in a subject area taught at Ravensbourne (e.g. design, media, technology or business)		✓
Professional qualifications/experience		
Experience coordinating delivery of library services and operations in an academic or specialised library environment	✓	
Experience designing and delivering library user education	✓	
Experience of Library Management System administration	✓	
Knowledge of library classification systems and stock management	✓	
Understanding of the role of the library in learning, teaching and research	✓	
Experience of coordinating library promotion and engagement activities	✓	
Experience of operating a broad range of library technologies, e.g. discovery services, reading list software, digitisation tools and specialist scanning equipment	✓	
Experience of planning and improving services in response to user feedback		✓
Experience of inter-library loan services		✓
Experience of project work		✓
Knowledge of digital accessibility standards and best practices		✓
Higher Education Experience		
Experience of working in a library setting in higher education	✓	
Core Personal skills, abilities and behaviours		
	Essential	Desirable

Management and Leadership		
Experience of staff supervision and team leadership	✓	
Experience of line-management and appraisal		✓
Communication:		
Excellent spoken and written communication skills and ability to explain complex ideas clearly and effectively	✓	
Ability to prepare standard business correspondence, reports and documents	✓	
Organisation:		
Ability to be well prepared and organised in a busy, changing environment, working independently and using initiative to solve problems	✓	
Technology:		
Excellent general IT skills and knowledge of MS Office, incl. Word, Excel, Powerpoint and Teams	✓	
Organisational Values		
Ability to deliver services with professionalism and to defined standards	✓	
Ability to respond positively and creatively to change	✓	
Commitment to developing inclusive services and working environments	✓	

This Job Description may be reviewed, and duties amended aligned with Ravensbourne's requirements, any changes will be made in collaboration with the postholder.

Our Values

Connection: We value what happens together and we collaborate to achieve our collective goals.

Dynamism: We embrace every opportunity to adapt and optimise.

Inclusion: We celebrate our diversity, and we embrace difference as a source of strength.

Professionalism: We aim for quality in everything we do and take pride in our work.

