Ref: JD110	**Sector**: GFEC	**Job category:** e-Resources Librarian	**Year**: 2018

Library Online Systems Officer

Report to   Head of Library Services

Job Purpose

The post holder will be responsible for the support, administration and development of a broad range of digital services, platforms, software and tools and will be expected to work closely with other Library staff, academic and other professional departments to ensure that services meet the needs of students and staff across UCB.

Main Duties & Responsibilities

1. Administer and monitor the provision of all e-resources and library systems for the college library; ensuring all resources are delivered via our e-resource platforms.

2. Monitor availability and accessibility, to ensure that the full range of subscribed e-resources are available to users, both on and off campus and work with service providers and suppliers to resolve any issues

3. Use initiative and experience to troubleshoot and provide solutions to e-resource and library system problems queries for users on and off-site.

4. Develop, maintain and support the web-based resource discovery and access systems to ensure users have access to the full range of college e-resources.

5. Support the development and administration of the library system; RFID system and TALIS software to ensure systems support the service.

6. Actively participate with the library team in the coordination and development of services including collection development and management, academic liaison and other initiatives.

7. Regularly engage with e-resource users to ensure that our digital offering is fit for purpose and meets the expectations of students and staff.

8. Work with the library team to keep up-to-date; investigate new and emerging technologies; new digital initiatives; library systems and technology solutions to ensure the library can provide next generation e-resources.

9. Ensure that staff and students have access to an appropriate range of e-resources, by working with Subject Librarian team to identify, trial, select and implement new products and services.

10. An awareness of resource renewals and liaise between suppliers; Head of Library Services and Subject Librarians/Deans of Schools as required.

11. Work with the library team to ensure appropriate performance measures are in place for e-resources to ensure best value and providing usage statistics for the various systems as required.

12. Develop documentation and training materials in various formats including vodcasts, to ensure robust and efficient administration and use of e-resources and work with the library team to deliver training sessions.

13. Use social media (Twitter/Facebook/Portal announcements) to regularly inform users of new resources; service developments; news; resource interruptions/downtime etc.

14. Liaise and network with ICT staff, to manage authentication and identity management software to provide access to e-resources and digitised content for authorised users in line with licence and copyright legislation.

15. Support system components of TALIS digitisation and reading list systems and work with Academic Subject Librarians and college e-learning team to ensure that the content of these systems is appropriate for use in VLE and CLA compliant.

16. To be flexible with your time and open to new ways of working, have a willingness to contribute ideas for improvements to the service and to work with other members of the Library and Learning Services teams.

17. To work at any UCB library location required operationally.

18. Any other duties commensurate with the nature and grade of the post.

Person Specification

Library Online Systems Officer
Experience:
Experience of administering online systems or e-resources
Experience of providing customer-focussed support
Skills & Abilities:
An understanding of online and digital resources and the ability to think innovatively to develop the resources and systems
Excellent interpersonal skills and the ability to communicate clearly and decisively with staff and students at all levels, to include the delivery of training
Ability to work on own initiative but also as an effective team member
Excellent planning and time management skills with the ability to respond flexibly to conflicting priorities
Ability to implement and support staff through changes to the service
Education & Qualifications:
Degree level qualification
Training & Professional Development:
A commitment to professional development
Possess or willingness to gain an understanding of the copyright and licencing environment in HE and FE relating to the provision of digitised materials
Possess or willingness to gain knowledge of resource discovery, authentication systems and metadata standards
Other:
Flexible approach to work and to work pattern/rota/location
Highly motivated and proactive with a commitment to the provision of high quality student support and proactively seek solutions
Understanding of the principles of Safeguarding