



UNIVERSITY OF LEEDS

# LEEDS UNIVERSITY LIBRARY HEAD OF LEARNING & CUSTOMER SERVICES



*The Brotherton Library Reading Room*

## Role summary

Leeds University Library is one of the largest and most distinguished academic library systems in the UK. Our four campus libraries house around 3m volumes as well as countless individual manuscript and archival items contained in our outstanding special collections. The University of Leeds is a member of the Russell Group of research-intensive universities. Research informs and leads teaching across all of the University's nine Faculties which cover a vast range of disciplines. The University's strategic plan identifies 7 key research themes; Health, Water, Food, Energy, Culture, Cities, and High value engineering. The University has the second largest student body in the UK with over 32,000 students. Our ambition is described in the University's strategic plan, *Investing in Knowledge and Opportunity*. We aim to be securely placed in the UK's top ten research universities by achieving significant increases in research quality, income and impact. There is a staff complement of more than 7,000 and research income of more than £130m (2013/14).

As well as acting as a gateway to information, the Library supports learning, teaching and research through a range of services including the e-print repository, the Virtual Learning Environment and the Portal.

The Library has a total budget for 2015/16 year of £13.02M and a staff complement of 220 FTE. The Library is organized in four main divisions; Learning & Customer Services; Research Support & Digital Infrastructure; Collections Services; and Special Collections & Galleries.

We are looking for an outstanding individual who will develop a vision, working closely with academic colleagues in Schools and Faculties to support an outstanding student experience, with colleagues in the Facilities Directorate to develop energising and flexible spaces, and with our customers who use our libraries as a space for learning, research and collaboration. The Head of Learning & Customer Services is a key member of the Library's Leadership Team, shaping the strategic direction of one of the UK's largest and highest performing academic libraries.

You will be an imaginative and strategic thinker with proven experience of driving innovation. Your extensive knowledge of national and international trends in library provision, particularly in the higher education sector, ensures you understand where the Library fits within the student journey and its role within new developments in pedagogy. You will also appreciate how services based in the Library can facilitate and add value to the strategic ambitions of the University. You will also be aware of the impact of libraries on learning and research. You will be able to communicate your vision for Learning & Customer Services to both Library staff, academic and other University colleagues and have demonstrated the ability to translate vision into action.

The post reports to the University Librarian and Keeper of the Brotherton Collection and has leadership responsibility for three teams: Customer Services, Learning Services, and Facilities & Space.

**University of Leeds Grade 9 (£47,801 - £55,389 p.a.) Ref: CSLIB1098**

**Informal enquiries may be made to Dr Stella Butler, University Librarian and Keeper of the Brotherton Collection, +44 (0)113 343 5501, [s.butler@leeds.ac.uk](mailto:s.butler@leeds.ac.uk)**

## Learning & Customer Services: space, customers & learning



The University of Leeds prides itself in providing an outstanding academic environment and attracts high quality students from diverse backgrounds. The Leeds University Library occupies a key position within the student experience and operates across five sites;

- The Laidlaw Library opened in the summer of 2015 and provides a range of collaborative learning spaces as well as housing reading list material for first and second year modules.
- The Brotherton Library in the Parkinson Building houses collections in arts and social sciences.
- The Edward Boyle Library is located at the centre of the campus and houses science and engineering collections.
- The Health Sciences Library is located in the Worsley Building adjacent to Leeds General Infirmary and houses collections relating to medicine and health sciences including psychology.
- The St James' University Hospital Library in the Clinical Science Building of the hospital complex is a small library providing study space for both NHS staff and University students on clinical placements.

In addition we have closed-access stores and operate a daily retrieval service from these. Our physical spaces combine exceptional study facilities, customer-focussed service delivery and access to resources, both printed and electronic.

The Customer Services Teams comprise over 88 FTE (over half of which are part-time) including evening and weekend teams. With libraries open 8:00am to midnight most of the week, our aim is to provide a consistent service cross-site during staffed and self-service hours. We have held the Customer Service Excellence award since 2014 and remain committed to reviewing and developing our services to support the student, researcher and academic communities.

Our Learning Services staff deliver a range of services under the Skills@Library brand. These include:

- award winning learning experiences blending face-to-face teaching with on-line resources;
- discipline-specific, curriculum-based academic skills activities;
- a workshop programme open to all students covering a range of generic academic skills e.g. critical thinking, referencing;
- [teaching resources](#) which academic staff can embed in their [VLE module areas](#);
- advice for academic staff on Library resources delivered in collaboration with colleagues in the Staff and Departmental Development Unit.

This role will lead on developing the Library's strategy for space management. Challenges include integrating collections with attractive and customer-friendly study facilities as well as providing space-efficient 'closed access' collection stores including the Western Campus Store. The Edward Boyle Library is currently undergoing a £25m refurbishment. The role also leads on sustainability initiatives within the Library; we work within the NUS Green Impact framework, currently holding the bronze award and planning to regain gold standard. The University is committed to embedding sustainability across all its activities.

## Key responsibilities

As Head of Learning & Customer Services, you will take the strategic lead for:

- the development and direction of innovative services to support the academic development of students across all Faculties and all disciplines, which have a positive impact on the student experience, working closely with academic colleagues on our contribution to the Leeds Curriculum and the Teaching Excellence Framework;
  - the development and direction of innovative customer services, and championing the Library's maintenance of Customer Service Excellence;
  - the development of Library space and facilities: ensuring the four campus Library sites provide exceptional study facilities and flexibility, and oversight of the closed-access collections stores ensuring fitness for purpose;
  - Sustainability initiatives, providing support and direction for the Library's Green Team.
- In all aspects of the role, horizon scanning both within the Higher Education sector in the UK and internationally to ensure that Leeds University Library remains in the forefront of customer-focussed service development.
  - Playing an active role in professional networks especially Research Libraries UK and the White Rose Library Consortium to develop a collaborative approach to service development, e.g. document supply, enquiry management, staff development.
  - Contributing to the strategic planning and policy development of the Library as a member of its senior management team, and sharing senior team leadership for the Library, including:
    - leading staff by articulating the vision which flows from the Library's strategic plan, including setting individual and group objectives, monitoring performance and mentoring and encouraging staff to perform at the very highest level;
    - developing strategic and operational plans for Customer Services, Learning Services and Facilities & Space which will contribute to the achievement of the objectives and vision as laid out in the Library strategic plan.
  - Working with senior colleagues in other Higher Education or similar institutions to maximise collaborative opportunities and participate in national and international initiatives and projects.
  - Aligning the budgets within Customer Services, Learning Services and Facilities & Space with the Library's strategic aims, and working with team leaders to ensure value for money.
  - Being an ambassador for the Library both within the University and the wider academic community.
  - Advising and assisting the University Librarian as required.

## **Main duties and responsibilities**

- Leading the implementation of strategic actions within the strategic plan relating to Customer Services, Learning Services and Facilities & Space. These include developing new learning experiences for students as well as ensuring optimal use of all our physical spaces.
- Oversight of the operational management of all site libraries including both staff and facilities. This will include determining policies for opening hours and behaviour management of customers, and working closely with colleagues in the University's Facilities Directorate.
- Oversight of operational management of all Library closed-access storage areas (excepting Special Collections).
- Establishing and implementing a space management strategy to support demands for flexible study space as well as collection development and retention, ensuring a positive contribution to the student experience and anticipating trends in pedagogy. This will involve working closely with colleagues in Faculties and Estates, as well as influencing key stakeholders in the University to support the effective development of Library space.
- Ensuring compliance with Health and Safety legislation across all Library sites, working closely with colleagues in the Facilities Directorate.
- Ensuring Sustainability is embedded in the operation of Library services.
- Managing assigned budgets, working closely with the Library's Management Accountant.
- Exploring and exploiting external funding for special projects, including joint bids with other institutions.
- Taking strategic leadership of projects funded internally or externally.
- Representing the Library on relevant University committees, boards and working groups.
- Representing the Library externally, within the national and international Higher Education environment.

## **As a University leader and manager**

- Providing effective leadership and management of the team, in line with Investors in People standards and the University's Leadership and Management Standards, ensuring clarity of direction and engagement with and alignment to the achievement of strategic aims.
- Monitoring performance of the area taking action where necessary to ensure standards, targets and objectives are achieved.
- Developing skills and capabilities within the team to ensure current and future requirements are met.
- Taking responsibility for health and safety within the area and addressing staff welfare concerns in line with University processes and guidelines.
- Undertaking all activities in line with University values and standards.

### **General requirements for all staff**

- The details above are not a comprehensive list of the activities which may be carried out by the role holder, and activities may change (appropriate to the grading of the post) as a result of developments and changes in Library services.
- In carrying out their roles, all Library staff are required to show positive commitment to the values of the Library and University.
- All customer-facing Library staff are required to wear name badges.
- The Library supports and encourages the training and development of its staff; participation in appropriate training and development activities is a requirement of the post.

### **University Values**

All staff are expected to operate in line with the University's values and standards, which work as an integral part of our strategy and set out the principles of how we work together. More information about the University's strategy and values is available at <http://www.leeds.ac.uk/comms/strategy/>



## **Person Specification**

### **Essential – role specific**

- Graduate (or equivalent qualification) with appropriate professional qualification, and/or appropriately qualified by experience.
- In depth knowledge and understanding of the Higher Education sector and the role of the Library in a research-intensive University.
- Extensive practical working experience, knowledge and understanding of the current academic library environment, particularly aspects relating to the operation of student-facing services and the development of study space for undergraduates and researchers.
- Excellent IT skills and current knowledge of IT applications in operational and project functions relevant to this post.
- Substantial managerial experience at an appropriate level in a Higher Education library.
- Ability to contribute to wider Library strategy.

### **Essential – general**

- Able to translate strategy into action, demonstrating creativity and drive.
- Proven success in project management.
- Experience of leading or contributing to innovative practice and implementing change.
- Confidence and ability to motivate, lead and develop staff of a mixed range of skills and experience, encouraging innovation and creativity.
- Understanding of and commitment to best practice in staff management.
- Excellent communication (both written and verbal) and interpersonal skills.
- Excellent team working skills at a senior level.
- Ability to influence and negotiate at the highest level with colleagues, stakeholders and external agencies.
- Commitment to participating in local and national professional networks and activities.
- Understanding of budget management.

### **Desirable**

- Proven success in writing project bids and developing and implementing projects.
- Experience of budgeting and financial planning.
- Experience of working in a research intensive Higher Education environment.

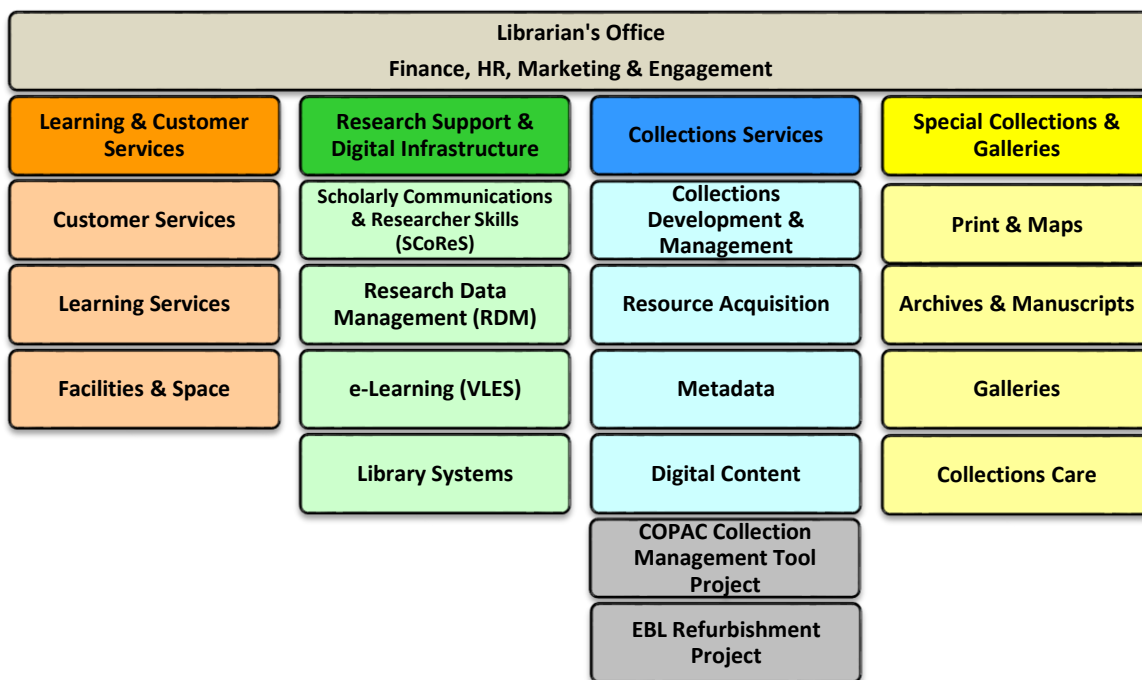


## Leeds University Library

The Leeds University Library is one of the UK's most distinguished academic libraries providing support for the University in its ambition to become one of the top 50 universities in the world. The University has the second largest student body in the UK with over 32,000 students. There is a staff complement of more than 7,000 and research income of more than £130M (2013/14). The nine Faculties of the University cover a vast range of disciplines.

As well as acting as a gateway to information, the Library also supports learning, teaching and research through a range of services including the e-print repository, the Virtual Learning Environment and the Portal.

The Library has a total budget for 2014/15 year of £13.02M and a staff complement of 220 FTE. The Library is organized in four main divisions, Learning & Customer Services, Research Support & Digital Infrastructure, Collections Services and Special Collections & Galleries. The Head of Learning & Customer Services is directly responsible to the University Librarian and is one of the five senior Library managers who form her Leadership Team. While all members of the Team bring particular perspectives and expertise to it, the Head of Learning & Customer Services, like the others, has the opportunity to influence all aspects of the Library's activities at the highest level.



### Organisational structure

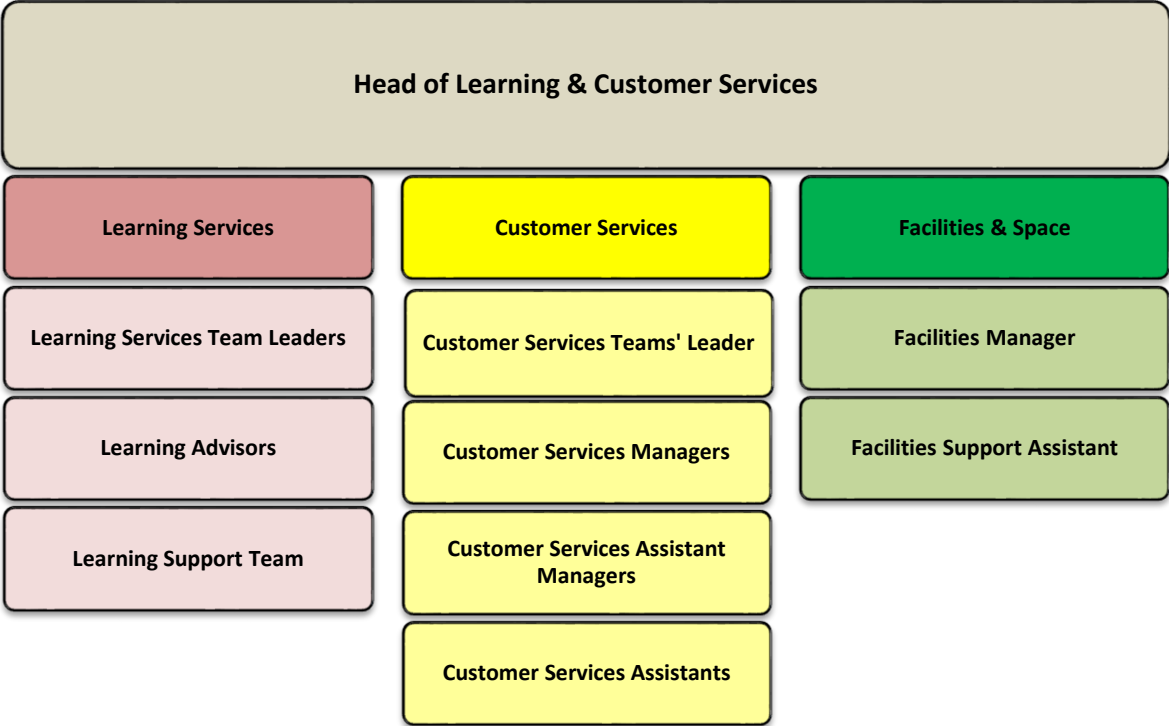
The Library has over 3 million printed items, more than 2 million manuscripts and archival documents and access to over 35,000 print and electronic journals. There are four campus sites: Edward Boyle Library, the Brotherton Library, Health Sciences Library and the new Laidlaw Library plus a small library at St James' University Hospital. The Laidlaw Library opened in May 2015, providing exceptional facilities for our undergraduate students, and a major refurbishment of the Edward Boyle Library is

underway, and will provide dedicated spaces for our research postgraduates. The Library also has responsibility for the University's collection of 4,000 works of art and operates the Stanley & Audrey Burton Gallery. The newly opened Treasures of the Brotherton Library showcases our Special Collections, and University of Leeds students form the largest group of Special Collections users.

The Library is refreshing its strategic plan which is currently at draft stage for consultation; it outlines a vision and mission for the next five years focusing on four key themes for development: providing outstanding student opportunities supporting internationalisation, partnering in the process of research and innovation, enabling scholarship through collections which engage with communities beyond campus, and developing a more effective organisation.

The Library plays an active role in a number of regional, national and international consortia including White Rose Libraries, Research Libraries UK, SCONUL, LIBER (the Association of European Research Libraries) and OCLC.

**Learning & Customer Services**



**FTE**  
*Learning Services – 15.2*  
*Customer Services – 90*  
*Facilities & Space – 1.8*

## **Additional Information**

The University offers generous terms and conditions of employment, a wide range of benefits, services, facilities and family friendly policies. Full details are available on the Human Resources web pages accessible at [www.leeds.ac.uk/hr](http://www.leeds.ac.uk/hr)

## **The Partnership**

The Partnership has been developed by students and staff and describes the mutual expectations of us all as members of the University of Leeds community. More information about the Partnership is available at <http://partnership.leeds.ac.uk>

## **Disclosure and Barring Service checks**

A Disclosure and Barring Service (DBS) Check is not required for this position. However, applicants who have unspent convictions, cautions, reprimands and warnings, including any pending criminal proceedings must indicate this in the 'other personal details' section of the application form and send details to the Recruitment Officer at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

## **Disabled Applicants**

The post is located in the Brotherton Library. Disabled applicants wishing to review access to the building are invited to contact the department direct. Additional information may be sought from the Recruitment Officer, email [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk) or tel + 44 (0)113 343 1723.

Disabled applicants are not obliged to inform employers of their disability but will still be covered by the Equality Act once their disability becomes known.

**Further information for applicants with disabilities, impairments or health conditions is available in the applicant guidance.**