



Library Role Profiles

Library Job Family Framework

Job Family Definition

Job families are a means of describing jobs of different levels, which are similar in character. They can provide a simple and efficient means for matching individual roles to levels or grades and help to articulate career and development routes.

Typically grades in job families are differentiated in terms of

- knowledge (specialist technical, general administration, management & leadership, professional)
- influence / communication
- complexity
- autonomy / freedom to act

Job Families help to inform fair recruitment, promotion and grading decisions.

Role Profile Definition

The various levels at which work is done is described by a role profile. Essentially these are the key factors which differentiate one level from another and include the range of indicative activities, autonomy, influence, knowledge, skills, attributes and experience that may be required to operate successfully at each level and/or be undertaken.

Competency Definition

A competency is the term used to describe a cluster of related knowledge, skills, and attributes that contributes to successful job performance. Library staff display both transferable **behavioural** competencies such as customer focus; team working and specific **technical** know-how such as professional, systems or process knowledge.

The Role Profiles include **behavioural competencies**, demonstrated by **all** library staff. Specific technical or professional competencies are referenced through individual job knowledge requirements, or by linking to library professional frameworks. For example, professional library qualification and professional registration CILIP: certification, chartership or fellowship levels.

Individuals may not match to the competencies in every respect; they may provide evidence of some of the competencies associated with a higher level. Each level assumes the competencies of the lower levels.

Library Context

The purpose of the Library is to partner with teaching, learning and research at the University of Limerick by providing quality information resources, education, support and facilities to students, faculty, staff and researchers. The vision is to be a vibrant and pioneering library service delivered in an environment that encourages reflective and collaborative inquiry. Transforming the experience of the library user is at the heart of this vision and the commitment and excellent customer ethos of library staff is key to its delivery.

A major shift in emphasis is occurring in libraries across the world, with library collections, spaces and services transforming to meet the needs of a radically changing higher education community that is operating in an increasingly digital environment.

In **service delivery** library users (and society in general) have an increasing expectation that help and support is available instantly, online and wherever they are. Students are more likely to look for help from a peer, via social media, the web, or from the nearest available staff to them, and are least likely to seek out and queue at the classic library service desk. The library's customer service approach will adapt to this need, by moving away from a model which is primarily based on a fixed service point, to greater mobility, accessibility and visibility throughout the library and through the provision of expanded online, real time help.

Library service delivery will be:

- At fixed service points
- At mobile locations or meeting spots in the library
- At outreach events across campus
- Through peer advisor support
- Online, through Ask Us, instant messaging, social media channels, etc.

For **collections** the major shift from print to digital is driving change across all library functions. In particular, processes from initial collection development, acquisition, cataloguing, to monitoring of online usage and delivery to the end user will reflect the increased demand by library users for electronic resources.

User engagement with the library as a **space** is changing and growing significantly, students and faculty come to the library to study privately, work collaboratively, use technologies, connect socially with others and attend events. The management and maintenance of library spaces, and user support in the use of these spaces, will be a key priority requiring that roles and responsibilities to adapt accordingly.

Advances in **technology** has meant improvement in services for library users, be they increased self-service options or faster delivery of library materials. Automation of processes has allowed staff to focus on new and developing areas in academic libraries. Adopting and embracing new technologies is a key requirement for all library staff, the digital environment and the consequential changes in scholarly publishing require all to develop knowledge, expertise and technical proficiency in new areas and at enhanced levels. New skills will be developed at varying levels across library departments and other sources of expertise and skills will be brought in as needed.

The strategic importance to libraries of **looking outward and engaging** with a variety of stakeholders is growing. Academic libraries are seeking ways to bring people into the library through exhibitions and events, and to reach out to those who don't come in to the library regularly. In addition, outreach activities to connect people to information and services in the digital environment are increasingly important.

The management and delivery of outreach activities and events within the library, on campus and digitally will increase. All staff will have a role in supporting these events.

Scholarly communication - Changes in academic publishing and digital scholarship are leading to librarians providing expertise and advocacy in these areas to the higher education community. In UL, the strategic focus on research will drive developments in new areas such as digital data management, visualisation, metadata, digital copyright and open access.

Librarians will develop expertise in and advocate for new models of academic publishing and digital scholarship, and will have increased mobility and visibility on campus.

Library Team

A transforming library needs a transforming workforce that can work differently, in response to the changing environment. As such all library staff need to be comfortable in an environment of continual changes in technology and adapt to user led demands in service delivery. This means that staffing levels will be based on user demand. Staffing levels at service points will be reviewed, including evening and weekend services. Compensatory leave for unsocial hours will be reviewed.

Summary Descriptions

Library Attendant

Role holders perform a range of shelving and collections duties to support the smooth running of the Library, enabling library users to have timely access to library resources. They play a key role in maintaining and supporting reader spaces ensuring the study environment is of a high standard, also working with collection management technologies, maintaining equipment and monitoring user behavior.

All Library Attendants work as part of a team in a strongly customer (student and faculty focused) environment. As such there is a continual requirement to be responsive and visible to library users, responding to enquiries and adapting to the needs of library users. The role holder typically reports to Senior Library Assistant.

Role holders follow Library and UL procedures (e.g. health and safety, record keeping, customer enquiries, stock movement). Knowledge is gained through training on the job. They will demonstrate an organised approach to work activities.

Planning of work is daily – the shift handover enables role holders to understand their priorities. Daily activity may change depending upon need to respond to library user or library management needs.

Role holders are expected to use their initiative in resolving issues within their area of responsibility, referring issues to colleagues or supervisor as appropriate. Roleholders have an appreciation of how the library as a whole operates and can link their role to that of others/library mission.

There is strong requirement be visible to, communicate with and provide effective customer service to fellow team members, end users and individuals within and outside of the library and to encourage this behaviour in others.

Library Assistant

Role holders assist in providing a high quality library service by performing a range of varied work activities including working at service points, maintaining print, electronic and digital collections, providing technical support and assisting library users, within one or more functional areas of a library.

All Library Assistants work as part of a team in a strongly customer (student and faculty focused) environment. As such there is a continual requirement to be responsive to changing technology, library and customer needs. This requires flexibility, multi skilling and the ability to work co-operatively with colleagues from other divisions/areas to deliver a seamless service to the library user. The role holder typically reports to a Senior Library Assistant or Librarian.

Working under general supervision, role holders will plan and carry out their tasks and duties within established policies and procedures to an agreed quality standard or specification. Work plans are reassessed on a daily / weekly basis and adjusted in line with changing priorities. They will assist and/or co-ordinate their work with that of others who are carrying out similar duties. They will check work, ensuring the quality of that work meets clearly defined standards. Whilst there is no formal supervisory responsibility, role holders will provide oversight and guidance to less experienced colleagues.

The performance of these duties requires attention to detail, excellent IT and interpersonal skills combined with a thorough knowledge and understanding of relevant library systems/processes/administration procedures. Technical knowledge is typically gained through relevant work experience.

Role holders will have a broad understanding of how the library as a whole operates, linking their role to that of others/library mission. As part of the library team they will participate in library improvement projects and quality activities.

There is strong requirement be visible to, communicate with and provide effective customer service to fellow team members, end users and individuals within and outside of the library and to encourage this behaviour in others.

Generic Role Profile Senior Library Assistant

Role holders contribute to the delivery of a high quality library service by applying specialised knowledge and/or supervising the work of a team within one or more functional areas of a library. They perform a range of supervisory, technical support and paraprofessional duties. The performance of these duties requires the exercise of independent judgment, a thorough knowledge of library policies and procedures and, in some cases, complex standards and procedures.

All Senior Library Assistants work as part of a team in a strongly customer (student and faculty focused) environment. There is a strong emphasis on being responsive to changing needs and priorities. In day to day operations this means co-ordinating work and resources efficiently to meet demands and more generally encouraging others to embrace change. Role holders have an awareness of wider library operations and cross cutting library issues; they take a lead/participate in the work of cross-library teams focussed on a range of service enhancement initiatives to implement new processes or technologies. They will work across or facilitate working across units and play important role in developing a team-based approach across all functions.

Planning of work is weekly, monthly or further out project work. Work priorities and objectives are agreed with the line manager. Role holders contribute to plans, assisting their line manager in the planning and co-ordination of departmental priorities. Role holders will analyse and interpret data from the Library management system and other sources to inform management decision making, this may include undertaking preliminary research/information gathering to inform the decision making, planning and implementation of changes in operations which have an impact within and across units

Role holders may supervise a team (permanent or project). They may have delegated financial authority, monitor a budget or have responsibility for a specific budget. Decisions are taken within clear parameters.

There is strong requirement be visible to, communicate with and provide effective customer service to fellow team members, end users and individuals within and outside of the library and to encourage this behaviour in others.

Assistant Librarian I

As a member of the Library team and team lead the role holder makes a significant contribution to the mission of the Library (to partner with teaching, learning and research at the University of Limerick by providing quality information resources, education, support and facilities to students, faculty, staff and researchers).

This is a professional Librarian grade requiring specialist knowledge of Librarianship and Library Management. There is a significant increase in the professional and managerial nature of the work involved compared with Library Assistant grades, demonstrated through an increased range and depth of responsibility; depth of knowledge of library specialism, library operations and general management gained through a mix formal educational to degree level (or post graduate) and substantive experience.

The overall programme of the role holders work is determined by the line manager (typically Sub Librarian), to whom the role holder refers major policy and procedural issues. The role holder plans and organises their own time and those of reporting staff, balancing project-based and allocated work, ensuring appropriate prioritisation of demands as these arise. Role holders will liaise across subject areas, their section and departments (either internally within the library or within faculty or other support departments such as ITD).

Work will often involve anticipating, interpreting, assessing complex customer needs, identifying trends with systematic analysis of customer information, generating original ideas, proactively designing solutions, and promoting services, recommending and implementing changes, managing the supply chain. Individuals will typically be accountable for the quality and professionalism of service delivery within their area and are local subject experts.

Role holders may have delegated financial authority and as such will be expected to manage delegated budgets to deliver value for money.

Typically, role holders will be active participants in relevant committees and networks and use these networks to exchange learning and/or further projects which are to the advantage of their area/department/Library. As professional subject experts, role holders will provide advice and guidance to less experienced colleagues / others.

All Librarians work as part of a team in a strongly customer (student and faculty focused) environment. There is strong requirement be visible to, communicate with and provide effective customer service to fellow team members, end users and individuals within and outside of the library and to encourage this behaviour in others.

Assistant Librarian II

Assistant Librarians II perform full professional level duties and make a significant contribution to the mission of the Library by playing a pivotal role in the establishment, development and promotion of a Library Service/Function.

Working under general direction and towards the objectives set by their line manager, this role differs from that of Assistant Librarian I in that the scope of their work and hence contribution is measured by the

- level of strategic importance (major areas of focus for the library as outlined in the Library/University strategy – can be new or existing);
- complexity of the work environment (path finding/degree of coordination/competing stakeholder interests) and commensurate need for specific expertise/competencies
- impact of their activity and decision making (ultimately judged in terms of long term change at Library level and achievement of aims as per Library/University strategy).

Knowledge of specialism, leadership and change management is required to be effective in the role. Role holders will excel in developing relationships with colleagues/library stakeholders, in order to initiate activity and work collaboratively, to bring about effective and meaningful change.

This role differs from the Sub Librarian, in that Sub Librarians lead a Department, co-ordinating several sub units to provide a system-wide professional support service. Assistant Librarians+ will work closely with their line manager, providing advice and expertise, which will influence decisions at operational, policy and strategy level.

All librarians work within a team; being fully accountable for the results in their area.

Sub Librarian

As a member of the Library Management team and Section lead the role holder makes a significant leadership contribution to the mission of the Library (to partner with teaching, learning and research at the University of Limerick by providing quality information resources, education, support and facilities to students, faculty, staff and researchers).

Role holders will typically be managers of Library Departments and recognised experts in their specialised field of library service. Role holders are responsible for strategically leading, managing, and developing customer-focussed professionally robust library services. Role holders will operate at a Library Services wide level for management and strategic planning and are part of the Library Management Team.

Significant knowledge of specialism, leadership and management is required. Knowledge and experience has typically been gained over a substantive period within increasingly complex roles.

Planning and organising takes place over a timescale of a year or more. Priorities are agreed with the Director. Role holders are expected to lead, develop and monitor quality and professional standards and lead service delivery within their Department, having primary/significant influence upon the structure and development of their Department and its interaction with other departments.

Role holders may have delegated financial authority and are expected to deliver value for money. Formal people management responsibility is also an expectation, as is leading change within their Department.

Role holders will have established networks, develop strategic partnerships and be active senior representatives in committees, they will use these relationships to foster collaboration, exchange learning, further projects or future opportunities which are to the advantage of their Department and the Library.

All Librarians work as part of a team in a strongly customer (student and faculty focused) environment. There is strong requirement be visible to, communicate with and provide effective customer service to fellow team members, end users and individuals within and outside of the library and to encourage this behaviour in others.

Deputy Librarian

As a member of the Library team the role holder makes a significant and long term leadership contribution to the mission of the Library (to partner with teaching, learning and research at the University of Limerick by providing quality information resources, education, support and facilities to students, faculty, staff and researchers).

Role holder shares strategic oversight of all the activities of the library with the Director and other members of the Library Management Team and will play a key role in the development of the library. The role holder will assist the Director in all academic strategic and management affairs of the Library and will deputise for the Director.

The role holder will co-ordinate cross library management processes – budget, people, strategic resource plans and be responsible for overseeing service improvement and quality at whole library level.

Planning and organising takes place over a timescale of a year or more. Priorities are agreed with the Director. Role holders are expected to have significant influence upon the structure and development the Library and how Library departments integrate to provide service excellence.

Significant knowledge of library operations is required, with demonstrable experience of managing financial and people resources at a strategic level. The role holder will manage and lead substantial change and library service development programmes. Knowledge and experience has typically been gained over a substantive period within increasingly complex managerial roles.

All Librarians work as part of a team in a strongly customer (student and faculty focused) environment. There is strong requirement be visible to, communicate with and provide effective customer service to fellow team members, end users and individuals within and outside of the library and to encourage this behaviour in others.

Generic Role Profile Library Attendant

Role holders perform a range of shelving and collections duties to support the smooth running of the Library, enabling library users to have timely access to library resources. They play a key role in maintaining and supporting reader spaces ensuring the study environment is of a high standard, also working with collection management technologies, maintaining equipment and monitoring user behavior.

All Library Attendants work as part of a team in a strongly customer (student and faculty focused) environment. As such there is a continual requirement to be responsive and visible to library users, responding to enquiries and adapting to the needs of library users. The role holder typically reports to Senior Library Assistant.

Role holders follow Library and UL procedures (e.g. health and safety, record keeping, customer enquiries, stock movement). Knowledge is gained through training on the job. They will demonstrate an organised approach to work activities.

Planning of work is daily – the shift handover enables role holders to understand their priorities. Daily activity may change depending upon need to respond to library user or library management needs.

Role holders are expected to use their initiative in resolving issues within their area of responsibility, referring issues to colleagues or supervisor as appropriate. Role holders have an appreciation of how the library as a whole operates and can link their role to that of others/library mission.

There is strong requirement be visible to, communicate with and provide effective customer service to fellow team members, end users and individuals within and outside of the library and to encourage this behaviour in others.

<p>Typical work activities/responsibilities (these are not prescriptive or exhaustive)</p>	<p>The purpose of the Library is to advance teaching, learning and research at the University of Limerick by providing quality information resources, education, support and facilities to students, faculty, staff and researchers. The Library is committed to providing the highest level of customer service, and all staff are required, as part of their local and the wider library team, to work flexibly in response to changing service needs.</p> <p>For Library Attendants this is achieved by working within a team carrying out activities to enable the smooth running of the library. The support activities enabling library users to have timely access to library resources. As Library Attendants are front line and 'on the floor' they are expected to be very responsive to the needs of individual customers whilst carrying out their duties with minimal supervision.</p> <p>Service Delivery & Customer Focus</p> <ul style="list-style-type: none">• Ensure availability of materials for library users, so that users can easily find the materials they require (activities related to collecting, sorting, re-shelving and the planned withdrawal of library materials)<ul style="list-style-type: none">○ Follow procedures for receiving and open boxes of incoming new materials on a daily basis, provide a quick and efficient delivery of materials to shelves and ready for distribution to library users○ Follow procedures to complete records/standard reports/documentation (for example stock update/toner usage/prepare shelving numbers for end of bays following collection movement/security leaflets)○ Follow procedures to check that equipment is working properly (for example photocopier/card dispenser (within guidelines troubleshoot - fix mis-feed; Report faults with booksorter as per procedure.
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- Assist users in using library equipment/resources - Respond to library users' enquiries, either dealing with the enquiry or signposting library user to appropriate library area/colleague for assistance, be contactable, available and highly responsive.
- Proactive in identifying any issues experienced by library users in accessing materials / identify areas of improvement, solve problems (for example related to space or volume) or notify appropriate library colleague.
- Be visible and responsive to library users (identifiable, approachable to customers through name badges/lanyards, able to use real time communication to call staff to the point of need for the customer throughout the building).
- Assist with events or activities in the library (outreach/engagement).
- Contribute as a library team member to delivery of service¹

Staff Supervision

- No formal supervisory responsibility
- Assists / guides student workers/ or colleagues in following or understanding a library procedure/instruction, oversees student workers.

Space, Security, User Behaviour and Safety

- Support the maintenance of library spaces and user support in the use of these spaces
- Ensure library code of conduct, rules and regulations (including health and safety) are adhered to; report any incidents as per procedure.
- Monitoring of user behaviour to enable a quiet study environment for readers.
- Ensure levels of tidiness of materials within the library.
- Movement of library materials and equipment within the library
- Maintenance and operation of photocopiers and other relevant equipment as per procedure/policy.

Quality and planning

- Contribute as a team member to library projects and quality activity for example - scheduled moves, updating records, planned stock checks
- Maintain an awareness of library services as they develop.
- Contribute as a team member to general library projects/tasks/working groups for example - book sorter, quality review, front of house committee, helping colleagues/others to complete work (casual labour and transition year students).
- Provide general information, numeric or statistical data to contribute to the decision making of others e.g. paper and photocopying cards, toner levels.

¹ Service - Service model will be prioritised and supported across all grades and departments. Library service delivery will be:

- At fixed service points
- At mobile locations or meeting spots in the library
- At-outreach events across campus
- Through peer advisor support
- Online, through Ask Us, instant messaging, social media channels, etc.

	<p>General</p> <ul style="list-style-type: none"> • Participate in a regular Performance Development Review. • Participate in a continuing programme of training and development. • Compliance with the policies and procedures of the Library and University.
Key Working Relationships & Contacts	<p><i>Listed below are typical key working relationships for this role.</i></p> <ul style="list-style-type: none"> • Frequent (in person/face to face) contact with all Library users including external members and students from other Universities (answering general enquires) • Frequent contact with Library staff/Colleagues/Estates & Building Staff (undertaking work/ sharing information) • Library project teams
Planning	<ul style="list-style-type: none"> • Will organise own work under clear parameters. • Normally supervised by a Senior Library Assistant Daily/Reactive work with some further out project work/schedule as determined by the academic year • Daily shift handover is the basis for work/daily plan. This can be adjusted in line with changing priorities or need to be reactive to library users.
Accountability	<ul style="list-style-type: none"> • Works within well-established/defined work procedures. • Accountable for accuracy and timeliness of own work. • Accountable for level of personal service – accessible and responsive to library users on the floor. • Budget - No formal budgetary responsibilities • No formal supervisory responsibility – but may provide guidance for students/ colleagues.
Working Environment	<ul style="list-style-type: none"> • The role holder works in an open, busy environment. The role holders are expected to show care and diligence for the health and safety of others. Adhere and enforce when necessary library regulations at all times. (Phone usage, quiet areas and silent areas, lost property) • Manual handling is involved with some heavy lifting. • The library is currently open from 8:30 to 23:00. It is also open on Saturdays and Sundays. Some lunch-time, evening (to 21:00 hours) and weekend work required. • Frequent requirement to adapt to changes in working practices and technology (flexible working patterns, changes in service delivery and technology used)²
Knowledge & Qualification	<ul style="list-style-type: none"> • IT skills (assessed at point of recruitment)
Competencies	<p>Delivers a Customer Focussed Service</p> <p>Teamwork & Collaboration</p> <p>Using Initiative & Flexibility</p> <p>Effective Communication.</p>

² Staffing levels will be reviewed, including evening and weekend services and compensatory leave as required.

Generic Role Profile Library Assistant

Role holders assist in providing a high quality library service by performing a range of varied work activities including working at service points, maintaining print, electronic and digital collections, providing technical support and assisting library users, within one or more functional areas of a library.

All Library Assistants work as part of a team in a strongly customer (student and faculty focused) environment. As such there is a continual requirement to be responsive to changing technology, library and customer needs. This requires flexibility, multi skilling and the ability to work co-operatively with colleagues from other divisions/areas to deliver a seamless service to the library user. The role holder typically reports to a Senior Library Assistant or Librarian.

Working under general supervision, role holders will plan and carry out their tasks and duties within established policies and procedures to an agreed quality standard or specification. Work plans are reassessed on a daily / weekly basis and adjusted in line with changing priorities. They will assist and/or co-ordinate their work with that of others who are carrying out similar duties. They will check work, ensuring the quality of that work meets clearly defined standards. Whilst there is no formal supervisory responsibility, role holders will provide oversight and guidance to less experienced colleagues.

The performance of these duties requires attention to detail, excellent IT and interpersonal skills combined with a thorough knowledge and understanding of relevant library systems/processes/administration procedures. Technical knowledge is typically gained through relevant work experience.

Role holders will have a broad understanding of how the library as a whole operates, linking their role to that of others/library mission. As part of the library team they will participate in library improvement projects and quality activities.

There is strong requirement be visible to, communicate with and provide effective customer service to fellow team members, end users and individuals within and outside of the library and to encourage this behaviour in others.

<p>Typical work activities/responsibilities (these are not prescriptive or exhaustive)</p>	<p>The purpose of the Library is to advance teaching, learning and research at the University of Limerick by providing quality information resources, education, support and facilities to students, faculty, staff and researchers. The Library is committed to providing the highest level of customer service, and all staff are required, as part of their local and the wider library team, to work flexibly in response to changing service needs.</p> <p>For Library Assistants this is achieved by working within a team providing library services, maintaining print, electronic and digital collections and assisting users. Some positions deal directly on a daily basis with library users at public service points while others are office-based or provide technical support across the library. All library assistants are scheduled for some public service desk duties. Library Assistants are expected to be multi skilled and responsive to changing library and customer needs. There is a strong emphasis is placed on customer service and the ability to work well in what can be a very busy working environment. Positions require attention to detail and the effective use of IT systems and current or evolving technology.</p> <p>Service Delivery & Customer Focus</p> <ul style="list-style-type: none">• Assist library users to make the best use of resources and services• Assist with acquiring, processing, organising, copy cataloguing of items, shelving and maintaining print, electronic and digital collections• Provide a comprehensive first line help and enquiry service (including contribution to the operation of public service points/IT point of help for users) effectively responding to and resolving a wide range of enquiries
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for information on the library via a variety of communication mechanisms - judging when to pass on more complex queries or involve others.

- Assist with and support the monitoring and evaluation of resources/customer feedback/activity through the collection of qualitative and quantitative data as required, collating statistics and updating spreadsheets/databases as required.
- Assist with the production of promotional and instructional guides / work procedures. Following clear instructions or using standard formats or templates.
- Operate a variety of enterprise software systems, including the library management system, to perform various functions
- Assist with events or activities in the library (outreach/engagement).
- Monitor budgets / complete financial transactions within procedure and policy (for example raising of purchase orders, payments)
- Enable colleagues to become competent in the use of library systems/processes by providing informal instruction and contributing to work guides.
- Be visible and responsive to library users (identifiable, approachable to customers through name badges/lanyards, able to use real time communication to call staff to the point of need for the customer throughout the building).
- Contribute as a library team member to delivery of service¹

Staff Supervision

- No formal responsibility
- Assist with induction sessions and other training activities for individuals / students / colleagues.
- Assist with the coordination of work of colleagues with a clear remit/*defined* tasks. Planning and organising the task activity, ensuring that work complies with internal and external requirements, providing guidance to less experienced colleagues including oversight of the work of student workers.

Quality and planning

- Plan task work for self in agreement with line manager.
- Actively participate in library activities relating to quality documentation, process improvements and quality initiatives.
- Engage in library planning discussions/planning process.
- Maintain an awareness of library services as they develop.
- Assist with the adoption and implementation of new technology and initiatives.
- Assist with the testing and embedding of new technology and work practices.
- Membership of project /improvement teams / working groups.

¹ Service - Service model will be prioritised and supported across all grades and departments. Library service delivery will be:

- At fixed service points
- At mobile locations or meeting spots in the library
- At outreach events across campus
- Through peer advisor support
- Online, through Ask Us, instant messaging, social media channels, etc.

	<ul style="list-style-type: none"> • Contribute to library/staff meetings to ensure ideas/ issues are discussed and circulated. <p>Space, Security, User Behaviour and Safety</p> <ul style="list-style-type: none"> • Support readers in the use of a variety of library spaces • Operate and maintain a variety of equipment - following policy /procedure • Ensure compliance amongst users of the library code of conduct • Ensure compliance with and follow procedure to report issues relating to the library space etc in accordance with Health & Safety regulations • Undertake relief/cover for breaks for Duty Librarian at evenings and weekends as required. <p>General</p> <ul style="list-style-type: none"> • Participate in a regular Performance Development Review. • Participate in a continuing programme of training and development. • Compliance with the policies and procedures of the Library and University.
<p>Key Working Relationships & Contacts</p>	<p><i>Listed below are typical key working relationships for this role.</i></p> <ul style="list-style-type: none"> • Frequent contact with Library users (borrower enquiries, access enquiries, helping people join, answering general enquires) • Frequent contact with Library staff/colleagues at all grades (assisting in work/ or advice/training, information exchange, taking direction) • Contractors/suppliers (frequent contact/resolution of problems to progress routine and non-routine matters.) • External/atypical users e.g. BTiS/Alumni, staff and students from other Libraries. • Project work groups. • Liaison with other units/divisions e.g. I.T.D/Finance.
<p>Planning</p>	<ul style="list-style-type: none"> • Will plan and organise own work to meet standards. • Normally supervised by a Senior Library Assistant or Librarian – supervision is not close, expected to work autonomously and use initiative to complete work to deadline and standards. • Reactive to needs of library users / Work frequently generated by library users (especially on front desk). • Work plans are reassessed on a daily / weekly basis and adjusted in line with changing priorities including budgetary and faculty requirements.
<p>Accountability</p>	<ul style="list-style-type: none"> • Contributes to the operation of the library service within a department/sub section. • Works within established/defined procedures. Contributes to new procedures. • Accountable for accuracy and timeliness of own work. • Budget - In general no formal budgetary responsibilities • No formal supervisory responsibility – but may provide guidance for new entrants/junior members of staff/oversight of work of student workers. • Supervisor available for direction, role holders are expected to carry out their daily duties with minimal supervision • May make recommendations about the maintenance, development and improvement of physical resources within their defined area of authority

Working Environment	<ul style="list-style-type: none"> • The role holder works in an office type environment or delivering public services within the Library. The role holders are expected to show care and diligence for the health and safety of others. • The library is currently open from 8:30 to 23:00. It is also open on Saturdays and Sundays. Some lunch-time, evening (to 21:00 hours) and weekend work required. • Role holders may be placed in situations which require them to provide a level of sensitivity to others. This will involve consideration of their needs or feelings especially if dealing with distressed individuals. • Frequent requirement to adapt to changes in working practices and technology (flexible working patterns/movement between departments, changes in service delivery and technology used)²
Knowledge & Qualification	<ul style="list-style-type: none"> • Leaving Cert or equivalent • Excellent IT skills (assessed at point of recruitment) • Commitment to CPD, willingness to engage with change.
Competencies	<p>Delivers a Customer Focussed Service</p> <p>Teamwork & Collaboration</p> <p>Using Initiative & Flexibility - regarding change and innovation.</p> <p>Effective Communication</p> <p>Planning & Organising</p>

² Staffing levels will be reviewed, including evening and weekend services and compensatory leave as required.

Generic Role Profile Senior Library Assistant

Role holders contribute to the delivery of a high quality library service by applying specialised knowledge and/or supervising the work of a team within one or more functional areas of a library. They perform a range of supervisory, technical support and paraprofessional duties. The performance of these duties requires the exercise of independent judgment, a thorough knowledge of library policies and procedures and, in some cases, complex standards and procedures.

All Senior Library Assistants work as part of a team in a strongly customer (student and faculty focused) environment. There is a strong emphasis on being responsive to changing needs and priorities. In day to day operations this means co-ordinating work and resources efficiently to meet demands and more generally encouraging others to embrace change. Role holders have an awareness of wider library operations and cross cutting library issues; they take a lead/participate in the work of cross-library teams focussed on a range of service enhancement initiatives to implement new processes or technologies. They will work across or facilitate working across units and play important role in developing a team-based approach across all functions.

Planning of work is weekly, monthly or further out project work. Work priorities and objectives are agreed with the line manager. Role holders contribute to plans, assisting their line manager in the planning and co-ordination of departmental priorities. Role holders will analyse and interpret data from the Library management system and other sources to inform management decision making, this may include undertaking preliminary research/information gathering to inform the decision making, planning and implementation of changes in operations which have an impact within and across units

Role holders may supervise a team (permanent or project). They may have delegated financial authority, monitor a budget or have responsibility for a specific budget. Decisions are taken within clear parameters.

There is strong requirement be visible to, communicate with and provide effective customer service to fellow team members, end users and individuals within and outside of the library and to encourage this behaviour in others.

<p><i>Typical work activities/responsibilities (these are not prescriptive or exhaustive)</i></p>	<p>The purpose of the Library is to advance teaching, learning and research at the University of Limerick by providing quality information resources, education, support and facilities to students, faculty, staff and researchers. The Library is committed to providing the highest level of customer service, and all staff are required, as part of their local and the wider library team, to work flexibly in response to changing service needs. Team members are expected to perform a broad range of functions in support of the Library.</p> <p>For Library Assistants this is achieved by working within a team providing services directly or indirectly to library customers. All team members are expected to be multi skilled and responsive to changing library and customer needs. Positions require attention to detail and the effective use of systems and current or evolving technologies.</p> <p>Role holders will support their line manager with the planning and co-ordinating of departmental priorities.</p> <p>Reports to a librarian or senior library manager (Line Manager).</p> <p>Service Delivery & Customer Focus</p> <ul style="list-style-type: none">• Supervise the day-to-day operations of a defined library process/function under general direction from a Librarian or Library Management.
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- Maintain diversified/specialist work procedures; apply knowledge to develop or contribute to the development of new procedures & policies.
- Apply judgment and knowledge to resolve complex/unusual queries referred by Library Assistant /other colleagues.
- Enable colleagues to become competent in the use of library systems/processes by providing guidance / developing procedures/documentation.
- Contribute to the instruction of library users in the use of resources, including library orientation, tours., and Information Literacy programmes.
- Contribute to the delivery of a diverse range of outreach and engagement activities, such as special or occasional events, exhibitions and festivals etc.
- Influence colleagues in other library sections/units to take a team-based approach.
- Create and manage rotas
- Be visible and responsive to library users (identifiable, approachable to customers through name badges/lanyards, able to use real time communication to call staff to the point of need for the customer throughout the building).
- Work across units to implement new processes and technologies to ensure improved services¹.

Staff Supervision

- Supervision of team - recruitment, induction, training, performance review, work planning and allocation, maintaining adequate staff complements, timetabling, skills etc.
- Supervision of colleagues within a team with a clear remit/ *defined* operational projects. Planning and organising the group's activity, ensuring that work complies with internal and external requirements, mentoring and coaching where relevant to help build team
- Deputise for line manager if appropriate within delegated limits. For example, the role holder will be in charge of a process or area when the line manager is absent.

Space, Security, User Behaviour and Safety

- Contribute to effective management and maintenance of library spaces, and user support in the use of these spaces
- Ensure implementation of the library code of conduct, rules and regulations.
- Ensure compliance with health and safety regulations.
- Undertake relief/cover for breaks for Duty Librarian at evenings and weekends as required.

Quality and planning

- Support line manager in planning departmental priorities

¹Service - Service model will be prioritised and supported across all grades and departments. Library service delivery will be:

- At fixed service points
- At mobile locations or meeting spots in the library
- At outreach events across campus
- Through peer advisor support
- Online, through Ask Us, instant messaging, social media channels, etc.

	<ul style="list-style-type: none"> • Plan task work for self (and others) in agreement with line manager. • Gather usage, statistics or management information, prepare reports for use by Librarian or Library management – e.g. monthly reports on orders, funds, non-receipted orders and missing items.; data required on targets; damaged library material, co-ordination of service statistics - procedure/queries handled etc Use management information to plan (a day to day operational work for own team/workgroup b) implementation of new operations. • Research new working practices / technology, prepare proposals or management reports for change / contribute to management decisions on options for adoption /impact of new technology and initiatives (for example provide advice to senior library staff on implementation opportunities and risks of library wide system or improvement activity). • Co-ordinate or undertake the testing and embedding of new technology, new working practices, new systems layouts and operations within own area of responsibility (discrete or cross cutting). • Actively participate in library activities relating to quality documentation, process improvements and quality initiatives. Membership/supervision of project/improvement teams/working groups as appropriate • Document departmental processes, workflows, guidelines or instructions. <p>General</p> <ul style="list-style-type: none"> • Participate in a regular Performance Development Review, and manage the process for own staff (including identifying training or development needs). • Participate in a continuing programme of training and development. • Compliance with the policies and procedures of the Library and University
Planning	<ul style="list-style-type: none"> • Support line manager in planning departmental priorities • Plan task work for self (and others) in agreement with line manager. • Planning horizons – daily/weekly/some monthly/ some further out project based, reprioritisation of workflow based on demands or opportunities. Plans may require multiple inputs (when activity impacts across units) and need greater levels of cross unit co-ordination.. • Assist with cross unit co-ordination of projects.
Accountability	<ul style="list-style-type: none"> • Contribute to the operation of the library service within a department/sub section (leads a small workgroup). • Take ownership for end-to-end workflow process or a specific technical function, exercises technical or administrative supervision of others. Budget - responsibility for maintaining and monitoring a local budget (e.g. used for purchase of consumables, supplies, events, library materials/may create PO/approve invoices/liaise with Finance on tenders, payments and procurement).). May have delegated financial authority. May have supervisory responsibility. Supervising colleagues within a team with a clear remit/ defined operational projects. This will involve co-ordinating the group's activity, ensuring that work complies with internal and external requirements, mentoring and training/coaching where relevant to help build team, and operating within a delegated budget. Where there are no team or task leadership responsibilities, operate as an individual responsible for the organising own specialist work. • Attend meetings as requested by manager, to support the unit/departmental work and to report back on main discussion points.

Key Working Relationships	<p><i>The key working relationships for each role will be specific and will be agreed by the Manager. Listed below are typical key working relationships activities for this role.</i></p> <ul style="list-style-type: none"> • Library users (borrower enquiries, access enquiries, helping people join/ answering general enquiries/escalated issues). • Frequent interaction with all Library staff/Contractors/suppliers (resolution of more complex problems) • Staff from other Universities agencies/organisations on routine matters • Project work groups • Liaison with other units/divisions such as Buildings, Finance, Faculty, ITD Externals, Benefactors and other institutions
Working Environment	<ul style="list-style-type: none"> • As LA1 • The library is currently open from 8:30 to 23:00. It is also open on Saturdays and Sundays. Some lunch-time, evening (to 21:00 hours) and weekend work required. • Frequent requirement to adapt to changes in working practices and technology (flexible working patterns/movement between departments, changes in service delivery and technology used)².
Knowledge & Qualification	<ul style="list-style-type: none"> • Leaving Cert or equivalent • Advanced IT skills across a range of activities, e.g. the use of a library management system, internet and database searching skills, Microsoft Office applications such as Word, Excel, Outlook, SharePoint, etc. (assessed at point of recruitment) • Knowledge of current issues in library operations and opportunities for change • Commitment to CPD, demonstrated ability to coordinate/ implement service changes. • Good understanding of the professional, legal requirements in which they operate. <p>* years experience in Library Assistant / Library role / or similar role * years supervisory experience * years experience in implementation of new processes/technology * determined according to demands of role and recruitment context</p>
Competencies	<p>Delivers a Customer Focussed Service Leadership, Teamwork & Collaboration Using Initiative & Flexibility, Change & Innovation Communication Planning & Organising</p>

² Staffing levels will be reviewed, including evening and weekend services and compensatory leave as required.

Generic Role Profile Assistant Librarian I

As a member of the Library team and team lead the role holder makes a significant contribution to the mission of the Library (to partner with teaching, learning and research at the University of Limerick by providing quality information resources, education, support and facilities to students, faculty, staff and researchers).

This is a professional Librarian grade requiring specialist knowledge of Librarianship and Library Management. There is a significant increase in the professional and managerial nature of the work involved compared with Library Assistant grades, demonstrated through an increased range and depth of responsibility; depth of knowledge of library specialism, library operations and general management gained through a mix formal educational to degree level (or post graduate) and substantive experience.

The overall programme of the role holders work is determined by the line manager (typically Sub Librarian), to whom the role holder refers major policy and procedural issues. The role holder plans and organises their own time and those of reporting staff, balancing project-based and allocated work, ensuring appropriate prioritisation of demands as these arise. Role holders will liaise across subject areas, their section and departments (either internally within the library or within faculty or other support departments such as ITD).

Work will often involve anticipating, interpreting, assessing complex customer needs, identifying trends with systematic analysis of customer information, generating original ideas, proactively designing solutions, and promoting services, recommending and implementing changes, managing the supply chain. Individuals will typically be accountable for the quality and professionalism of service delivery within their area and are local subject experts.

Role holders may have delegated financial authority and as such will be expected to manage delegated budgets to deliver value for money.

Typically, role holders will be active participants in relevant committees and networks and use these networks to exchange learning and/or further projects which are to the advantage of their area/department/Library. As professional subject expert's role holders will provide advice and guidance to less experienced colleagues / others.

All Librarians work as part of a team in a strongly customer (student and faculty focused) environment. There is strong requirement be visible to, communicate with and provide effective customer service to fellow team members, end users and individuals within and outside of the library and to encourage this behaviour in others.

<p><i>Typical work activities/responsibilities (these are not prescriptive or exhaustive)</i></p>	<p>Assistant Librarians perform full professional level duties and assume supervision or management of a sub section, a school/subject discipline, or a library service (such as Acquisition, Cataloguing or Digital Repository). This role differs from the Sub Librarian, in that Sub librarians lead a Department, co-ordinating system-wide professional support service. All librarians work within a team; being fully accountable for the results in their area. Assistant Librarians support their Department Head in providing leadership and direction.</p> <ul style="list-style-type: none">• Plan, develop, lead and evaluate service with own area. Managing day to day operations of a sub section of a department /or school/subject library/or system (management may include budget, physical assets, space, collections, systems, staff - recruitment and selection, appraisals, support and development, staff rotas and training; and/or facilitation of project teams/liaison with faculty¹.
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¹ Service - Service model will be prioritised and supported across all grades and departments. Library service delivery will be:

- At fixed service points
- At mobile locations or meeting spots in the library
- At outreach events across campus
- Through peer advisor support
- Online, through Ask Us, instant messaging, social media channels, etc.
- Librarians will develop expertise in and advocate for new models of academic publishing and digital scholarship, and will have increased mobility and visibility on campus.

- May purchase resources; maintaining relationships with external bodies, such as suppliers and managing the supply chain for value for money
- Manage the delivery of a diverse range of special or occasional events, exhibitions and festivals etc
- Provide expert professional expertise and advice in area of specialism
- Undertake departmental project management or contribute as part of Library -wide or external project teams
- Analyse trend and service information. Supply data and management information to other departments, units and areas of expertise. Recommend improvements to user satisfaction, quality of service and revised work procedures.
- Liaise with other Library staff in relation to resources and service issues.
- Recommend facilities improvements relative to space, furnishings and equipment, etc. Recommend technology needs and improvements. Manage implementation of improvements in own area/project.
- Advise, (providing informed decisions and recommendations to) Head of Department/colleagues/Extended University and external networks in area of expertise
- Act as Duty Librarian, available via real time communication for escalated incidents and complex query resolution.
- Contribute to, or lead on, the design and delivery of training and learning activities
 - academic course development and liaising with academic departments; assisting researchers; design and implement online learning and digital tools
 - delivering information and learning skills courses for library users / colleagues
 - training for staff in policies and related systems procedures or in specialism
 - one-on-one advice sessions
- Advocate and enable new models of academic publishing, digital scholarship and research services.

General

- Participate in a regular Performance Development Review, manage the process for own staff.
- Keep up to date with relevant professional developments in the library sector; participates in professional groups or networks; analyse and report on trends and developments; engage in a full range of staff development activities
- Maintain an awareness of relevant University strategies and plans
- Maintain awareness of sector / professional developments
- Advocate, promote and develop own service internally and via active involvement in professional bodies / forums / knowledge sharing / making presentations in main area of expertise
- Attend regular Departmental Team meetings to discuss priorities and assist with solutions.
- Lead on improvement teams/working groups as appropriate

Key Working Relationships	<p><i>The key working relationships for each role will vary. Listed below are typical key working relationships activities for this role.</i></p> <ul style="list-style-type: none"> • Library users/ Library staff/colleagues • Academic and support departments - typically interactions are at a peer / senior level • Contractors/suppliers (complex contacts/resolution of problems) • Staff from other Universities agencies/organisations/professional on complex issues
Planning	<ul style="list-style-type: none"> • Work is organised around operational (annual) priorities and broader strategic objectives as agreed with Sub-Librarian and in line with the Department & Library Strategic Plan. • Plan and manage own work, with awareness of broader issues. Co-ordinate project tasks within own area of activity. Contribute to Departmental strategy and planning, engage in wider Library strategy and planning. • In a supervisory role, as much as is reasonable, is delegated to LA staff, with regular meetings with the LA's both as a group, and individually, to keep track of progress.
Accountability	<ul style="list-style-type: none"> • Accountable for results of a specific area of library service (School library/departmental sub section/process) and in a management role for the work of a number of staff. • May be responsible for a specific delegated budget. • Broad work objectives are subject to management review (by Sub Librarian) • Take decisions about own workflow within context set by the Sub-Librarian, as appropriate to immediate priorities and longer-term projects. Advises on the feasibility and wider impacts of use of specialist tools/technology. • Decisions which are referred include: Those which have policy and significant procedural impacts, but in which the role holder may be called upon to provide supporting advice and recommendations
Working Environment	<ul style="list-style-type: none"> • Responsibility for health and safety is that of due care and diligence. Be aware of the risks in the work environment and their potential impact on own work and that of others. • Frequent requirement to adapt to changes in working practices and technology (flexible working patterns/changes in service delivery and technology used)²
Knowledge & Qualification	<ul style="list-style-type: none"> • Primary Degree, • Accredited qualification in Librarianship • Post Graduate Degree (desirable)

² Staffing levels will be reviewed, including evening and weekend services and compensatory leave as required.

	<ul style="list-style-type: none"> • * years' (professional) experience of working in an academic, medical or special library³ (desirable) • Other relevant qualifications and evidence of continued professional development (desirable)
Competencies	<i>Essential / Desirable (determined according to demands of role – typically 6-8</i>
	<p>Delivers a Professional Service Delivers a Customer Focussed Service Planning - Strategic, Operational, Projects Managing Resources Teamwork & Managing People Effective Networking & Collaboration Using Initiative, Achieving Goals Effective Communication Innovation, Flexibility, Creative Thinking Decision Making & Leadership</p> <p>Specialist Managing & Organising Knowledge and Information Information Literacy & Learning Collection Management and Development</p>

³ Years experience determined according to demands of role and recruitment context
Library Role Profiles

Generic Role Profile Assistant Librarian II

Assistant Librarians II perform full professional level duties and make a significant contribution to the mission of the Library by playing a pivotal role in the establishment, development and promotion of a Library Service/Function.

Working under general direction and towards the objectives set by their line manager, this role differs from that of a Assistant Librarian in that the scope of their work and hence contribution is measured by the

- level of strategic importance (major areas of focus for the library as outlined in the Library/University strategy – can be new or existing);
- complexity of the work environment (path finding/degree of coordination/competing stakeholder interests) and commensurate need for specific expertise/competencies
- impact of their activity and decision making (ultimately judged in terms of long term change at Library level and achievement of aims as per Library/University strategy).

Knowledge of specialism, leadership and change management is required to be effective in the role. Role holders will excel in developing relationships with colleagues/library stakeholders, in order to initiate activity and work collaboratively, to bring about effective and meaningful change.

This role differs from the Sub Librarian, in that Sub Librarians lead a Department, co-ordinating several sub units to provide a system-wide professional support service. Assistant Librarians+ will work closely with their line manager, providing advice and expertise, which will influence decisions at operational, policy and strategy level.

All librarians work within a team; being fully accountable for the results in their area.

<p>Typical work activities/ responsibilities (these are not prescriptive or exhaustive)</p>	<p><i>Building on the requirements of an ALI</i></p> <p>Combines a remit for strategy contribution with delivery of services¹ and/or enhancements to existing services/ Function.</p> <p>Working under the general direction of their line manager, role holders will play a pivotal role in the establishment, development or promotion of a Library Service/Function.</p> <ul style="list-style-type: none"> • Develop or significantly contribute to the development of services/models of delivery. • Set quality and professional standards, develop policy and manage service delivery against this. • Review, evaluate and advise on activity, gaps, trends and challenges within their area. • Plan and implement new models of service delivery/function (typically managing change projects of scale, co-ordinating improvement activity during and post implementation ensuring objectives are met). • In the context of forwarding own work objectives linked to advancing UL's/Library's strategic agenda, identify appropriate stakeholders, senior influencers, and decision makers. Agree engagement approach, effectively liaise with, and coordinate activity at an appropriate senior level internally within the University and externally with partners, agencies etc. (This engagement is in addition to normal customer-supplier relationships/advice provision). • Advise and enable development in strategic areas of library service. • Act as Duty Librarian, available to Library staff for escalated incidents and complex query resolution
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¹ Service/area of responsibility may be established and with requirement to evolve or innovate to meet significant changing demands, or may be in a 'new' or 'emergent' area.

<p>Key Working Relationships</p>	<p><i>Building on the requirements of an ALI</i></p> <ul style="list-style-type: none"> • Library staff/colleagues/senior stakeholders (both internal to UL and external). Provide expert input influencing and facilitating different opinions to reach a consensus, negotiating terms and pushing forward new developments and change. • Within the context of advancing Library strategy and with a clear objective from what is being sought through the relationship - identify, build and maintain appropriate relationships - locally, nationally and internationally with other university libraries, professional associations, representative bodies, academics, wider stakeholders • Suppliers, delivery partners, contractors.
<p>Planning</p>	<p><i>Building on the requirements of an ALI</i></p> <ul style="list-style-type: none"> • Work is under broad objectives agreed by the line manager (typically Head of Department or Deputy Librarian), in line with the Library/University strategy. • As the local expert/specialist will help to shape strategy, develop implementation plans and be accountable for realising the change / reconfiguration in service in their own area. • Act as a main contributor/adviser to annual planning processes for their area. • Plan projects / new service delivery over the medium and long term (1 to 3 year horizon) with an in depth understanding of longer term/emergent issues. (Planning will involve review and adjustment as policy evolves i.e. UL strategy or library operations or in response to changes in trends in delivery models). Planning for introduction of change will typically involve employing a structured project management methodology – with clear identification of success measures/outcomes; communication needs of stakeholders; major milestones, risks; tasks and interdependencies. • Contribute to Library strategy and planning.
<p>Accountability</p>	<p><i>Building on the requirements of an ALI</i></p> <ul style="list-style-type: none"> • As the most senior functional expert, decisions made and action taken will have either a <u>direct</u> impact on a significant area of the Library operations and/or <u>indirect</u> impact on a significant population of library users; <p>Decisions and actions will be difficult to roll back from – have long-term impact.</p> <ul style="list-style-type: none"> • Typically will report to Head of Department or Deputy Librarian (in the case of a project report to the project sponsor/sponsoring group). • Accountable for results of a prescribed area of activity (the prescribed area is of strategic importance as outlined in Library/University strategy). • Will work to achieve agreed objectives within broad professional, administrative, technical policies and Library/University strategy. • Within the context of the Library/University strategy, act as key advisor to Library Management, advising on professional, administrative, technical policies/adoption of new technologies within their area of expertise. • May be responsible for a specific delegated budget.

Working Environment	<p><i>Building on the requirements of an ALI</i></p> <ul style="list-style-type: none"> • Work in a developing and complex environment. • Requirement to adapt to changes in working practices, service delivery and in a dynamic technology context.
Knowledge & Qualifications	<ul style="list-style-type: none"> • Emphasis on the critical knowledge/expertise required to operate fully within the role (likely to be in an area where expertise is at a premium). • The exact detail of given qualification/ knowledge will be driven by the requirement of the role • Primary Degree, • Accredited qualification in Librarianship • Post Graduate Degree (desirable) • * years' (professional) experience of working in an academic, medical or special library • Other relevant qualifications and evidence of continued professional development (desirable)
Competencies (Behavioural)	<p>Critical competencies (but not all! – the role in overall balance needs to align with sufficient and the appropriate SubLib competencies as per competency framework – role will be a mix of ALI and SubLib competency levels)</p> <p><i>Refer to Competency Framework for detail for example (in bold)-</i></p> <p>Delivers a Professional Service Delivers a Customer Focussed Service</p> <p>Planning - Strategic, Operational, Projects Managing Resources Teamwork & Managing People Effective Networking & Collaboration</p> <p>Using Initiative & Achieving Goals Effective Communication</p> <p>Innovation, Flexibility, Creative Thinking</p> <p>Decision Making & Leadership</p> <p>Specialist (as per requirement of role) Managing & Organising Knowledge and Information Information Literacy & Learning Collection Management and Development</p>

Generic Role Profile Sub Librarian

As a member of the Library Management team and Section leader the role holder makes a significant leadership contribution to the mission of the Library (to partner with teaching, learning and research at the

University of Limerick by providing quality information resources, education, support and facilities to students, faculty, staff and researchers).

Role holders will typically be managers of Library Sections (Departments) and recognised experts in their specialised field of library service. Role holders are responsible for strategically leading, managing, and developing customer-focussed professionally robust library services. Role holders will operate at a Library wide level for management and strategic planning and are part of the Library Management Team.

Significant knowledge of specialism, leadership and management is required. Knowledge and experience has typically been gained over a substantive period within increasingly complex roles.

Planning and organising takes place over a timescale of a year or more. Priorities are agreed with the Director. Role holders are expected to lead, develop and monitor quality and professional standards and lead service delivery within their Department, having primary/significant influence upon the structure and development of their Department and its interaction with other departments.

Role holders may have delegated financial authority and are expected to deliver value for money. Formal people management responsibility is also an expectation, as is leading change within their Department.

Role holders will have established networks, develop strategic partnerships and be active senior representatives in committees, they will use these relationships to foster collaboration, exchange learning, further projects or future opportunities which are to the advantage of their Department and the Library.

All Librarians work as part of a team in a strongly customer (student and faculty focused) environment. There is strong requirement be visible to, communicate with and provide effective customer service to fellow team members, end users and individuals within and outside of the library and to encourage this behaviour in others.

<p>Typical role activities/ responsibilities (these are not prescriptive or exhaustive)</p>	<p>Sub Librarians shape the strategic development of their department/service and contribute to the overall development of the Library and its services.</p> <p><i>Building on requirements of AL II</i></p> <ul style="list-style-type: none"> • Leadership and management including staff management, recruitment, development and budgetary control; securing appropriate resources with the aim of achieving financial and quality service targets for a whole service department; coordinate strategic planning, including defining needs and goals, evaluating and determining innovative solutions • Exercise a high degree of responsibility at a senior level in the areas of management. Set the overall standards / policies for service area/department, monitors standards and service levels • Identify and evaluate new and emerging technologies, information requirements; service delivery models and advises / manages on implementation • Lead change projects of scale to successful outcomes. • Contribute to whole library strategic resource and budget planning as part of the Library Management Team • Liaise and communicate at senior level with the University • Liaise and coordinate with external bodies and stakeholders promoting policy, practice, or library service etc; establishing good relations/improving standing and reputation, actively contribute to collaborative initiatives, projects, meetings and events. • Lead on the delivery of a diverse range of special or occasional events, exhibitions and festivals etc • Negotiate and manage significant contracts with customers, key external contacts and service providers on behalf of the department.
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	<ul style="list-style-type: none"> • Provide specialist guidance and support and act as mentor/coach, which may involve training and/or identifying development needs for others, to support their development. • Act as Duty Librarian, available via real time communication for escalated incidents and complex query resolution. • Advocate and enable new models of academic publishing, digital scholarship and research services. • Lead on service development and improvement²
Key Working Relationships	<p><i>The key working relationships for each role will vary. Listed below are typical key working relationships activities for this role.</i></p> <ul style="list-style-type: none"> • Library staff/colleagues/senior stakeholders (both internal to UL and external) • Local, national and international contact with other university libraries, professional associations, representative bodies academics and wider stakeholders. Strategic, professional, developmental, service provision and administrative purposes apply throughout • Suppliers/Delivery Partners.
Planning	<ul style="list-style-type: none"> • Work is under broad objectives agreed by the Director, in line with the University's and Library's Strategic Plans. Leads operational and strategic planning for own department. • Plans over the medium and long term with an in depth understanding of longer term issues. Leads medium / long term developments or process changes in own area Department. • Contributes to Library strategy and planning as a full member of the Library Management Team.
Accountability	<ul style="list-style-type: none"> • As the most senior Librarian in their department is accountable for the end results, needs to manage and motivate library professionals and staff to deliver. • Within the context of the University's and Library's Strategic Plans and Library Management Team discussions, decides on service / department provision and service and operational priorities for the Department. • Delegated responsibility for any allocated service budget.
Working Environment	<ul style="list-style-type: none"> • Responsibility for health and safety is that of due care and diligence. Be aware of the risks in the work environment and their potential impact on own work and that of others. • Frequent requirement to adapt to changes in working practices and technology (flexible working patterns/changes in service delivery and technology used)³
Knowledge & Qualification	<ul style="list-style-type: none"> • Primary Degree • Accredited qualification in Librarianship

² Service - Service model will be prioritised and supported across all grades and departments. Library service delivery will be:

- At fixed service points
- At mobile locations or meeting spots in the library
- At outreach events across campus
- Through peer advisor support
- Online, through Ask Us, instant messaging, social media channels, etc.
- Librarians will develop expertise in and advocate for new models of academic publishing and digital scholarship, and will have increased mobility and visibility on campus.

³ Staffing levels will be reviewed, including evening and weekend services and compensatory leave as required.

	<ul style="list-style-type: none"> • Post Graduate Degree (Desirable). • Other relevant qualifications and evidence of continued professional development (desirable) • Membership of an appropriate professional body • 5/7 years' professional experience in an academic or special library
Competencies	<i>Essential / Desirable (determined according to demands of role – typically 6-8?)</i>
	<p>Delivers A Professional Service Delivers a Customer Focussed Service Planning - Strategic, Operational, Projects Managing Resources Teamwork & Managing People Effective Networking & Collaboration Using Initiative, Achieving Goals Effective Communication Innovation, Flexibility, Creative Thinking Decision Making & Leadership</p> <p>Specialist Managing & Organising Knowledge and Information Information Literacy & Learning Collection Management and Development</p>

Generic Role Deputy Librarian

As a member of the Library team the role holder makes a significant and long term leadership contribution to the mission of the Library (to partner with teaching, learning and research at the University of Limerick by providing quality information resources, education, support and facilities to students, faculty, staff and researchers).

Role holder shares strategic oversight of all the activities of the library with the Director and other members of the Library Management Team and will play a key role in the development of the library. The role holder will work closely with the Director in all academic strategic and management affairs of the Library and will deputise for the Director.

The role holder will co-ordinate cross library management processes – budget, people, strategic resource plans and be responsible for overseeing service improvement and quality at whole library level.

Planning and organising takes place over a timescale of a year or more. Priorities are agreed with the Director. Role holders are expected to have significant influence upon the structure and development the Library and how Library departments integrate to provide service excellence.

Significant knowledge of library operations is required, with demonstrable experience of managing significant financial and people resources at a strategic level. The role holder will manage and lead substantial change and library service development programmes. Knowledge and experience has typically been gained over a substantive period within increasingly complex managerial roles.

All Librarians work as part of a team in a strongly customer (student and faculty focused) environment. There is strong requirement be visible to, communicate with and provide effective customer service to fellow team members, end users and individuals within and outside of the library and to encourage this behaviour in others.

<p>Typical role activities/ responsibilities (these are not prescriptive or exhaustive)</p>	<p>The Deputy Librarian provides strategic leadership, assisting the Director across the full range of Library functions, advising on policy issues and business planning relating to library services.</p> <p><i>Building requirements of Sub Librarian</i></p> <ul style="list-style-type: none">• Co-ordinate operational planning and organisation of projects or areas of work; coordinate a number of teams or projects on a monthly, quarterly or annual basis• Set library performance standards and establish monitoring procedures and reviews across whole library• Co-ordinate and manage oversight of operational budget• Identify and coordinate the evaluation of new and emerging technologies, information requirements; service delivery models and advise or support implementation• Represent the Library Service internally, regionally, nationally and internationally, as required• Develop relevant strategic partnerships and collaborations• Ensure the flexible and effective use of Library space / facilities• Review and evaluate library services¹ regularly to ensure continuous improvement
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¹ Service - Service model will be prioritised and supported across all grades and departments. Library service delivery will be:

- At fixed service points
- At mobile locations or meeting spots in the library
- At outreach events across campus
- Through peer advisor support
- Online, through Ask Us, instant messaging, social media channels, etc.

	<ul style="list-style-type: none"> • Ensure effective implementation of legal, audit and health and safety requirements in policies, procedures and regulations • Manage the workforce planning processes and oversight of training and development • Oversee the delivery of a diverse range of special or occasional events, exhibitions and festivals etc
Key Working Relationships	<p><i>The key working relationships for each role will be specific and will be agreed by the Director. Listed below are typical key working relationships activities for this role.</i></p> <ul style="list-style-type: none"> • Library staff/colleagues/ Senior stakeholders within UL • Contractors/suppliers • Staff from other Universities agencies/organisations on strategic issues
Planning	<ul style="list-style-type: none"> • Work is under broad objectives agreed by the Director, in line with the Library Strategic Plan. Coordinates operational and strategic planning across the Library. Plans over the medium – long term with an in depth understanding of longer term issues. Plans complex projects with long impact • Takes decisions which impact (long term) on Library sub teams
Accountability	<ul style="list-style-type: none"> • As the most senior Librarian deputising for the Director, accountable for the end results of the Library, needs to manage and motivate senior library professionals and staff to deliver. • Within the context of the Library's Strategic Plan and Library Management Team discussions, advises on library priorities in consultation with the Director • Co-ordinates the budget and workforce planning process, monitors Library level expenditure, determines staffing levels.
Working Environment	<ul style="list-style-type: none"> • Frequent requirement to adapt to changes in working practices and technology (flexible working patterns/changes in service delivery and technology used)²
Knowledge & Experience	<ul style="list-style-type: none"> • Primary Degree, • Accredited qualification in Librarianship • Postgraduate Degree (Desirable) • Other relevant qualifications and evidence of continued professional development (desirable) • Membership of an appropriate professional body • 10 years' professional experience in an academic or special library
Competencies	<p><i>Essential / Desirable (determined according to demands of role – typically 6-8)</i></p> <p>Delivers a Professional Service Delivers a Customer Focussed Service Planning - Strategic, Operational, Projects Managing Resources</p>

- Librarians will develop expertise in and advocate for new models of academic publishing and digital scholarship, and will have increased mobility and visibility on campus.

² Staffing levels will be reviewed, including evening and weekend services and compensatory leave as required.

	<p>Teamwork & Managing People</p> <p>Effective Networking & Collaboration</p> <p>Using Initiative, Achieving Goals</p> <p>Effective Communication</p> <p>Innovation, Flexibility, Creative Thinking</p> <p>Decision Making & Leadership</p> <p>Specialist</p> <p>Managing & Organising Knowledge and Information</p> <p>Information Literacy & Learning</p> <p>Collection Management and Development</p>
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