

The University of Manchester

Job Description

Job title:	Reader Services Coordinator
Reports to:	Curatorial Practices Services Manager
Organisation unit:	University of Manchester Library: Curatorial Practices
Date:	January 2021
HERA:	MAPPS-UML-CP-DC-K (370, Grade 5)

Overall purpose of the job:

- To provide an efficient and effective reader service to Special Collections customers
- To work with other Curatorial Practices coordinators and team leaders to ensure effective cross-team working and communication

Key responsibilities:

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To develop and maintain smooth and efficient operations within Reader Services, ensuring that the service remains customer focused at all times
- To co-ordinate and supervise the Reader Service Assistants, under the Curatorial Practices Services Manager, including recruitment, training, performance management and staff development
- To supervise the retrieval, preparation and issuing and re-shelving of Special Collections materials and ensure the safe handling of these items
- To assist the Curatorial Practices Services Manager in developing the Reader Service in line with Library strategy
- To assist the Curatorial Practices Services Manager in keeping policies, procedures, opening hours and staffing under active review, recommending improvements and changes as necessary and implementing those agreed
- To draw up rotas
- To co-ordinate and supervise all administrative tasks associated with the Reader Service (e.g. reservations, records of cash transactions and photocopying)
- To develop and maintain a good working relationship among staff and between staff and readers in an environment that is efficient, effective and customer friendly
- To participate in staffing the Reading Room counters
- To use and maintain an up-to-date knowledge of discovery tools, the library management system, Emu, LUNA and other systems relevant to the application of duties as appropriate

- To improve the Reader Service through monitoring usage and seeking and acting on feedback. To set relevant service standards and targets (in conjunction with the Curatorial Practices Services Manager) and provide management information and statistics as required (e.g. records of transactions - especially of rare or specialised items)
- To provide an effective enquiry service (in person, on the telephone, or by email), assisting Reader Services staff as required, and develop strategies for referral of research consultations
- To work to ensure requirements of the Reader Service are satisfied in the development of relevant systems (e.g. Content Management System and Library Management System)
- To assist the Curatorial Practices Services Manager in seeking out and implementing opportunities to improve efficiency and customer service through the application of innovative IT solutions, working in collaboration with colleagues in Research & Digital Horizons
- To ensure the effective contribution of the Reader Service team to SC academic engagement activity
- To ensure the effective contribution of the Reader Service team to the John Rylands Research Institute
- To develop and maintain a close relationship with the curatorial teams in developing and promoting Reader Services in support of SC academic engagement as well as promotion to the wider research community
- To liaise with Collection Care team over specific items together with reader and staff education and collection security initiatives
- To assist with the writing and updating of guides and documentation promoting the collections and services at Reader Services, including relevant pages on the Library web site
- To ensure Reader Service staff support and contribute to activities that promote public engagement with research, e.g. assist at events, produce displays
- To maintain an awareness and participate in wider developments in the provision of good reader service by attending relevant meetings, seminars, workshops and other professional events as required, and liaising with colleagues in other academic libraries
- To participate in a rota to cover evenings and weekends at any UML site as may be required
- To take an active approach to continuing professional development
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To ensure visibility for our customers you will be required to wear branded clothing provided by the Library
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

Person Specification:

Essential knowledge, skills and experience:

- A good level of general education. Four GCSE passes at Grade A-C (or equivalent qualification)
- Significant experience of service provision in an academic library
- Positive and proactive approach to customer service
- Proven ability to supervise, manage and motivate staff
- Ability to promote a positive team atmosphere
- Experience of working with library management systems, using office software (for the provision of statistics and reports, etc.) and electronic resources
- Ability to see the potential to exploit technology to improve customer service
- Professional commitment and a willingness to work flexibly to maintain service standards
- Excellent interpersonal skills
- Excellent communication skills, both written and verbal
- Ability to work well under pressure and to prioritise departmental needs
- Ability to manage change successfully
- Flexible approach to work patterns and schedules
- Hold, or be prepared to apply for, Criminal Records Bureau clearance (for work with young people under 18 and vulnerable adults)

Desirable skills, knowledge and experience:

- Educated to degree level in a subject represented in the Special Collections of the University of Manchester Library
- Full professional qualification in librarianship, archive management or museum studies, and/or relevant experience at a comparable level
- Experience in handling Special Collections materials (rare books, maps, manuscripts, archives, art and visual collections)