

JOB DESCRIPTION

Job Title	Library Information Officer		
Reports to	Acquisitions Manager		
Department	Information Services and Library, Learning Innovation		
Job Family	Business Services	Level	3

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The Information Service and Library provides enquiry services, information resources, training and technology systems to the School and its clients, at its main London campus and teaching facilities in Dubai.

This includes library study space, print collections, electronic collections management, research services, access and discovery systems and services for alumni.

The Information Service and Library's strategy is to support the achievement of the School's vision and the aims of the Learning Innovation department through:

- Delivering excellence in customer services

- Enhancing the student's learning experience
- Exploiting the latest technology to deliver improved access and discovery of our business information resources;

The Information Service and Library serves all sections of the School community with its collection of 12,000 books, 360 study spaces and rich access to e-resources with over 70 datasets, 20,000 e-journals and 2,500 ebooks. Dedicated research support and training sessions are provided along with extensive online guidance.

Job Purpose

Content & Access

- Order and receive items for stock, keeping accurate records and liaising with Accounts for prompt payment of invoices and resolving any issues.
- Administer access and authentication to e-resources, especially specialist financial datasets, and resolve issues as they arise by working with external suppliers.

Customer Services

- Contribute as part of a team to the staffing of a busy enquiry desk including frontline IT assistance in addition to providing guidance to library users and visitors on library resources.

Document Supply Services

- Responsible for day-to-day management of the Document Supply Service. Process document supply requests, liaising with faculty, staff and students as well as colleagues at other institutions.

Open Access

- Monitoring the library's Open Access mailbox for enquiries and research outputs notified for deposit to the institutional repository, LBS Research Online.
- Creating bibliographic records of notified outputs on the repository and related systems, checking publisher embargo dates and funder's conditions; tracking final publication dates liaising with Faculty over article versions, citations and other issues relating to open access services;

Other

- Provide cover and backup for the Acquisitions Manager, as and when required;

- Carry out other duties temporarily or on a continuing basis, as may reasonably be required, commensurate with grade

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Conduct administrative and/or operational tasks in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Provide first line support within the School, solving routine problems in a specific area, and providing stakeholders with the information and/or understanding they need to deliver an excellent service.
- Monitor levels and order standard materials/resources, ensuring that appropriate stock levels are maintained within budget.
- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.
- Co-ordinate team calendars and meetings to support efficient and effective team working.
- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.

Analysis and Reporting

- Organise, upload into and monitor systems, databases and records to ensure accurate recording and enable efficient service delivery to all stakeholders completed in a timely manner in line with established processes.
- Collate information to produce regular standardised management reports to support decision making within the department.
- Conduct analysis to support the identification of trends and forecasting to further enable effective planning.
- Collaboration and Support
- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.

Project Management

- Provide ad hoc support (e.g. research, external benchmarking) to small projects in order to support project planning and implementation; sometimes taking the lead on defined project activities

Financial Management

- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.

Process Improvement

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency.

Supervision (Operational Team Leaders)

- Supervise and/or manage staff, allocating work, co-ordinating day-to-day activities and provide guidance to maintain and improve service delivery standards.
- Monitor performance and ensure the team follows established procedures for each service; take corrective action where necessary to maximise customer satisfaction.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

KPIs:

- High-quality support service provided to all stakeholders.
- Production of high-quality materials.
- Up-to-date diary management.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from project managers.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contributions to process reviews and operational improvements.

- Team performance and customer satisfaction (for Operational Team Leaders only).

Knowledge/Qualifications/Skills/Experience required

- May hold vocational qualification.
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Experience of software related to own area of specialism.
- Proactive approach to relationship development with colleagues.
- Good attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Experience in standard financial management processes.
- Experience of working in a customer facing environment.
- People management experience (for Operational Team Leaders only).

Resources including team management

Staff	N/A
Budgets	N/A
Date Updated	22/10/2019