HR191	**POSITION DESCRIPTION**	UNIVERSITY OF CAPE TOWN IYUNIVESITHI YASEKAPA · UNIVERSITEIT VAN KAAPSTAD

NOTES
- Forms must be downloaded from the UCT website: http://forms.uct.ac.za/forms.htm
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Librarian – Manager of the GSB Library		
Job title (HR Practitioner to provide)	Library Manager		
Position grade (if known)	PC11	Date last graded (if known)	
Academic faculty / PASS department	Graduate School of Business		
Academic department / PASS unit	GSB Library		
Division / section			
Date of compilation	September 2017		

ORGANOGRAM
(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include position grades)

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                    │  Academic Director  │
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                    │     Librarian       │
                    │ – Manager of the    │
                    │    GSB Library      │
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    │ Junior librarian - │          │ Librarian - GSB Library  │
    │    GSB Library     │          │ - acquisitions,          │
    │ - journals, access │          │ cataloguing and          │
    │ and information    │          │ information services     │
    │ services           │          │                          │
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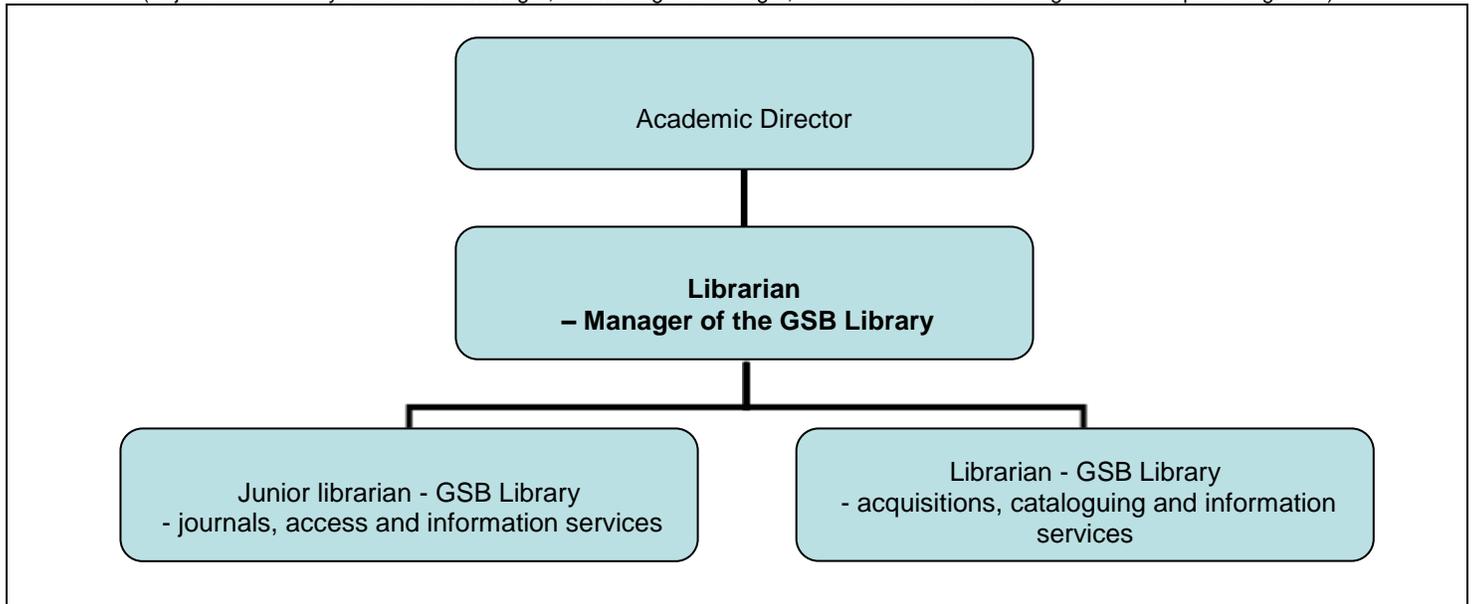
PURPOSE

The main purpose of this position is to be responsible for the overall development and management of the GSB Library, ensuring that services and collections are optimally aligned to the mission and requirements of the GSB.

The GSB Library, open Monday to Sunday, supports and serves the wide range of users, at post-graduate level, studying at the GSB: Masters in Business Administration (both MBA & EMBA); MCom in Development Finance; MPhil in Inclusive Education; Post Graduate Diploma in Management Practice; PhD students and GSB Faculty and staff. The GSB Library also serves and supports students from the Raymond Ackerman Academy of Entrepreneurship and in addition has a membership of Alumni, Subscribers and post-graduate students and staff from UCT as well as reciprocal membership of students from other SA Business School Libraries. As the programmes vary from fulltime to modular and span over a periods ranging from a single year to two and a half years, the GSB Library is required to operate in a consistent high pressure learning environment and provide fast, efficient and professional services to users.

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
E.g.	General and office administration	25%	Takes, types up and distributes minutes and agendas for monthly departmental meeting. Greets visitors, enquires as to the nature of their visit and directs them to the appropriate staff member.	All staff members receive an electronic copy of accurate minutes and agendas, in the departmental template/format, a week before the meeting. Visitors are directed to appropriate staff member in a professional and efficient manner.
1	Strategic Development and Planning	8%	**Develop goals, directions, policies, and plans for the GSB Library, consistent with those of the GSB and with best practices in provision of information and reference services:** • Develop and monitor a rolling strategic plan for the Library • Provide effective leadership to guide the development of the GSB Library and staff • Monitor current trends in the provision of information and reference services at higher education institutions, particularly business schools - both nationally and internationally • Liaise with academic staff on an ongoing basis to ensure that the GSB Library is meeting teaching and research needs and is able to respond to changes in requirements quickly and effectively	• Ensure the GSB Library – its staff, collection and resources – efficiently and effectively serve the GSB community to the highest possible level • Ensure the GSB Library remains relevant to the changing and developing needs of the GSB as a research and teaching institution
2	Direction and Management of Staff, Services and Collections	15%	**Manage and oversee all aspects of library operations, ensuring that staff are optimally organised and that all aspects of the GSB Library are operating efficiently and effectively, including collection development, acquisition, and maintenance; document delivery; information services and training; access services and tools; technological infrastructure and services, and external relations:** • Overall responsibility for managing staff, including recruitment, development, scheduling, and performance management • Provide day-to-day managerial and operational oversight, ensuring all services are being delivered and all GSB Library operations are functioning smoothly • Ensure that staffing patterns and organisational structure meet the needs of the GSB • Ensure good communication with GSB Library staff through regular staff meetings, feedback and open engagement • Ensure overall quality and consistency of service levels to the GSB community • Prepare and communicate annual operational plans and ensure that tasks are appropriately delegated and goals and targets are met • Keep up to date with trends and technologies which enable ongoing quality of information services, and implement new technologies where appropriate • Set priorities and initiate new projects to ensure optimal services and collections • Coordinate information services, collection management, and licensing of electronic resources • Maintain regular contact with UCT Libraries to facilitate sharing of resources and good relationships and to maintain awareness of the broader academic context • Facilitate appropriate partnerships with other libraries • Maintain the GSB Library policies and procedures manual • Train and supervise the part time librarians to assist with administrative tasks at the Circulation Desk and provide ongoing training and development to ensure quality service provision in Reference and Research Support • Maintain good working relationships with the GSB IT/UCT ICTS departments to ensure all computer hardware and software requirements in the GSB Library are timeously met • Serve as a member of the GSB leadership team	• Ensure the GSB Library staff are highly trained and motivated to serve all levels of the GSB community – faculty, staff and student – PhD, MBA, EMBA, MCom, MPhil and PGDip • Ensure GSB Library collection and resources meet the teaching and research needs of the GSB • Operational processes of the GSB Library run smoothly and efficiently at all times
3	Financial Management and Budgeting	10%	**Prepare the annual budget submission within prescribed guidelines and in a manner demonstrably informed by user needs, developing technologies, and the academic programme and strategic plan of the GSB:** • Motivate for additional budget when appropriate, based on strategic directions and assessment of user needs	• Ensure the collection and resources in the GSB Library are up to date and relevant within budgetary constraints • Ensure the collection has an even distribution across all teaching, research and programme needs

			• Liaise with vendors and with collaborative organisations to ensure most cost-effective purchasing of materials and services • Manage and action the timeous payment of invoices from vendors (monthly e.g. EBL, INET/IFSS; annual e.g. journal subscriptions, and ad hoc e.g. book sellers) • Manage and action the timeous payment of part-time staff (multiple payments claim form) • Manage and maintain a good working relationship with the GSB finance department to ensure smooth and timeous payment of invoices • Monitor and evaluate GSB Library income generating sources (membership fees, fines, etc) on an annual basis to determine relevance and the potential for increase • Ensure proper expenditure against plan and demonstrate consistency with best practice – monitor spending and income by providing current and accurate financial reporting and ensure alignment of expenditure and budget	• Ensure the GSB Library collection and staffing is appropriate to the needs of the GSB as a first class teaching and research institution
4	Quality assurance and assessment	4%	**Monitor and benchmark GSB Library services and resources quality through quantitative and qualitative methods:** • Ensure that physical GSB Library, collection, resources and services meet requirements of accrediting agencies • Develop, manage and analyse the annual GSB Library Survey • Liaise and communicate with academics, administrative staff and students on an ongoing basis to assess information needs of the GSB community	• GSB Library is integral to the accreditation process and needs to meet certain requirements • GSB community expect a high level of service and resources from the Library • GSB community expect the Library staff to know and anticipate teaching and research needs
5	Collection Management, Development and Maintenance	5%	**Manage and oversee all aspects of the GSB Library collection ensuring its relevance to the GSB's research and teaching needs:** • Monitor all course offerings in all programmes at the GSB through close liaison with faculty and administrative staff, noting changes in subject areas and departments and evaluating the GSB Library collection to ensure that it meets the needs of the programmes within allocated budget • Monitor and oversee the GSB book collection (print and electronic) to ensure that the GSB Library collection is current (the latest editions of the course material and text books are available) and comprehensive (library material is provided for both current and new courses) so that the collection meets the academic and research needs of the staff and the students • Monitor the acquisition, accessions and cataloguing process with the ability to perform all the functions in the absence of the responsible library staff member • Monitor and oversee the GSB journal collection (print and electronic) to ensure that the titles are relevant and current and that the collection meets the academic and research needs of the staff and the students • Monitor the accessions and processing of new journals with the ability to perform all the functions in the absence of the responsible library staff member • Develop relationships with the academic staff to anticipate their information needs by maintaining awareness of current publications in all formats and working with the academic staff to evaluate new resources for possible addition to the collection • Monitor the GSB Library website to ensure that the website is user friendly, current, accessible and relevant to all GSB Library users • Develop and maintain good working relationship with UCT Libraries and the GSB IT Department/UCT ICTS • Liaise with vendors to ensure availability and access to the Financial Databases – Datastream, McGrgegors, INET/IFSS and others specialist databases and to co-ordinate training sessions from the vendors on the financial databases and other specialist databases as required • Monitor the provision of electronic resources (SPSS, Statistica, Eviews, etc) supplied by the Commerce Faculty ensuring that the GSB Library has the latest version • Keep abreast of new and updated electronic resources and identify electronic resources to be reviewed, trialed, and/or purchased, in conjunction with Library staff and academics • Monitor and evaluate new resources available at UCT Libraries with a view to promotion to GSB students and staff • Monitor the digitization, uploading and cataloguing of the GSB Research Reports (theses) onto the GSB Library website	• GSB faculty and students need to have access to up to date and relevant information according to the programmes, research areas or teaching needs • Availability and relevance of information and resources is constantly changing and the GSB Library needs to provide most direct point of access • Changes to the academic programmes can mean a change in focus within the collection and this needs to be monitored • Changing acquisition policies at UCT Libraries can impact on the GSB community and these changes need to be timeously communicated • GSB faculty, staff and students need efficient and effective access to all resources available to them

| 6 | Coordination and Presentation of Library Instruction and Training Services | 15% | **Design, co-ordinate, present and evaluate the Information, Resources and Research Support Training Programme sessions for GSB students, faculty and staff to ensure that all users are fully trained to optimally utilize the electronic and print resources available to meet their academic and research needs:**

• Collaborate with academic programs to determine information needs of all cohorts of GSB students
• Introduce and train users (classes, groups or individually) to access and use the resources available to them through the GSB Library and UCT Libraries
• Manage and provide the appropriate mix of information and instruction which will enable library users to find needed information resources efficiently and effectively and which will enable library users to develop better information-seeking skills
• Conduct sessions on research searching skills
• Design, develop and present the information session that highlights the critical issues around plagiarism and alerts students to the imperative of correct and accurate referencing
• Promote and assist users in use of electronic tools for citing scholarly resources (e.g. Mendeley), annotating research, and correctly identifying resources used in production of research
• Identify the most appropriate tools to engage users, adapting international best practice, technological and educational developments which integrate library services into the overall academic and student experience
• Produce and analyse library instruction statistics (both formal/timetabled and informal/impromptu one-on-one sessions) as a means of monitoring best practice and user need | • Through proactive and intentional interaction with library staff, students are empowered to efficiently and effectively access, evaluate and use information resources available to them
• Students need to be made aware of the issues surrounding plagiarism and be guided in their academic writing to correctly reference and use resources to avoid plagiarizing
• Students need to be supported in the use of correct referencing
• Students and staff need on-going access to library support and help as they progress through their research journey
• Training and library sessions with the students are vital to introduce them to the range of resources available to them
• Timeous delivery of these sessions ensure their relevance to the courses currently being taught |
| 7 | Reference and Research Services | 20% | **Provide an array of research support and reference services to cater for the entire GSB community (with differentiated services to academics, postgraduates, staff and other library users):**

• Interact with library users to assess their information needs and recommend, locate, interpret and assist with the use of the GSB Library and UCT Libraries resources
• Respond to basic reference queries – searching all available and relevant resources, to locate needed information
• Explain and assist in the use of electronic databases, the online catalogue, the GSB Library website, UCT Libraries website and other scholarly resources as well as more general internet sources
• Assist and advise users having difficulty in conducting searches and troubleshoot searches which have done independently
• Provide information with regard to location of library materials – both physical and electronic
• Support and advise students with the referencing of their academic papers and assist with their use of a citation manager (eg Mendeley)
• Liaise with academics in areas of subject responsibility
• Maintain awareness of current subjects being taught across programmes and the related assignments in order to select, recommend/promote, locate, interpret and assist with the use of relevant electronic and print resources
• Propose innovative services and respond to changes in users' information needs in a timely manner
• Manage the *Ask a Librarian* online enquiry service
• Point of reference contact for advanced queries from users related to information resources in the GSB Library or via the online GSB Library website
• Provide expert guidance on the dedicated financial and economics databases
• Create and maintain Current Awareness and Alerts for GSB Faculty
• Monitor, evaluate and respond to the STL requests on EBL
• Develop, plan and implement promotional and marketing programmes to increase access and awareness of the rich and extensive information resources and services in the GSB Library and the UCT Libraries
• Develop and extend personal knowledge and understanding of all the databases and electronic resources used in the provision of information to the GSB community in order that the reference service offered is of the highest professional quality
• Develop and extend in-depth knowledge of relevant citation managers (eg Mendeley) in order to support students | • Students need to be empowered to efficiently and effectively access, evaluate and use information resources available to them
• Staff and students need to find the library staff approachable and accessible to help support their information and research needs
• Students need ongoing support with their referencing skills
• Academics have to keep up to date with current research
• Staff and students need to be able to access the GSB Library's help and support remotely
• All databases and electronic resources available to the GSB community need to be publicised and promoted to maximize their use
• GSB Library staff must have the ability to advise students and staff on the most relevant databases |

			• Monitor and contribute to the development, writing, distribution and maintenance of library guides, informational pamphlets, and signs and publicise services and new items in collection • Produce and analyse reference help statistics as a means of assessing trends in user behaviour and needs • Required shifts at the reference/circulation desk to readily assist library users	
8	Library Access Services, Membership and Circulation	5%	**Monitor the membership of the GSB Library and the circulation and accessibility of its collection:** • Draw up the monthly timetable for staff shift duties in the GSB Library, including part-time staff • Monitor the accurate loading of all GSB staff and students and other users so that they are timeously reflected on both the access control system and the ALEPH system time • Monitor the circulation of GSB Library resources and ensure that any issues are timeously dealt with and resolved • Manage and monitor the (very) overdue loans. At the end of each academic programme, ensure that there are no outstanding loans or fines for the graduating students and liaise with finance department timeously on this issue • Monitor the information on library activities, facilities, rules, and services and ensure that it is up to date and accessible to all users, including on membership cards, GSB Library signage and the GSB Library website • Facilitate the reciprocal membership for students of other South African business school libraries through appropriate letters of introduction	• GSB Library collection must circulate efficiently to ensure provision of resources • Staff and students must be able to use the collection as seamlessly as possible • GSB Library staff must be professional in their interactions with the users • With correct processes in place the collection will be well managed and maintained
9	Liaison and collaboration with academics and administrative staff	15%	**Ensure that the GSB Library is meeting the needs of GSB's research and teaching community by liaising and collaborating with academics in areas of subject responsibility and working closely with administrative staff responsible for planning and coordinating the academic year:** • Work one-on-one with academics and postgraduates to find and provide materials and information needed to support research projects • Work closely with the Research Director and Academic Director to ensure consistency of approach to information, resources and research across the GSB • Liaise with all Programme Coordinators to ensure that all Library staff are added to all vula sites enabling access to all course handouts and readings • Liaise with academics and administrative staff on course outlines and course readers to ensure that required and recommended readings are correctly (APA 6) listed and their availability in the GSB Library accurately annotated • Maintain good working relationships and channels of communication with the Programme Coordinators to ensure that any issues students may have with the Library and its resources are timeously handled	• The wide spread availability of resources needs to managed and communicated to academics and researchers to support their information needs • The range of students and programmes across the GSB means that Library staff need to be up to date and aware of the teaching and research needs of the community • GSB student research and programme needs are met and supported by the timeous interaction between programme coordinators and library staff • The availability of resources needs to be accurately reflected in the course readers to ensure efficient delivery of a course
10	Professional development	5%	**Ensure that professional development and the attendance of appropriate programmes by GSB Library staff continues:** • Monitor availability of relevant webinars and other online training sessions and encourage staff participation • Monitor availability of relevant and appropriate local and national conferences and seminars • Use the Thursday morning training sessions for in-depth analysis and exploration of the databases and electronic resources available with a view to in-depth knowledge transfer • Monitor GSB Library staff performance in order to identify areas for further staff development	• GSB Library staff need to be highly trained and motivated to meet the research and teaching needs of the GSB community • Availability and accessibility of information is changing all the time and Library staff need to alert and adaptable to these changes • Expectations and demands from faculty, staff and students mean GSB Library staff must be equipped to meet these challenges

Minimum qualifications	B.Bibl. or Postgraduate Diploma in Library and Information Science or equivalent Library Qualification A first degree in a business related field would be an advantage
Minimum experience (type and years)	10 years academic library experience and proven management experience
Skills	Knowledge and understanding of best practices; Self organizing; Imitative/pro-activity; Problem solving; Coaching and mentoring; Research & investigation skills; Strong attention to detail with the ability to be efficient and meet deadlines; Communication and interpersonal skills; Teamwork & co-operation; Leadership skills; Professionalism; Logical reasoning; Research support skills; Written communication; Customer orientation; Collection development; Change management; Training
Knowledge	Professional knowledge of library and information resources and systems, including library systems, including cataloguing, electronic academic databases, financial databases, ebooks, etc.; Information literacy; Current library trends; High computer proficiency including word and other Microsoft packages
Professional registration or license requirements	
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)	

Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Information management	2	Building Interpersonal Relationships	2
	Professional Knowledge and Skill	2	Client and student support and service	2
	University Awareness	2	Communication	2
	Research Support Skill	2	Continuous learning	3

SCOPE OF RESPONSIBILITY

Functions responsible for	Management and administration of the GSB Library, its staff, resources and operations; Strategic direction of the GSB Library; Preparing the GSB Library budget; Collection development; Library resources training for GSB students; Staff development
Amount and kind of supervision received	The GSB Library manager reports to the Academic Director and liaises with the finance department with regards to the GSB Library budget.
Amount and kind of supervision exercised	The GSB Library manager supervises the other library staff – ensuring that GSB Library functions at its highest level. The GSB library is a small physical library so staff interaction is very high. The GSB library manager needs to ensure that in the absence of a staff member those functionalities will be completed by another staff member.
Decisions which can be made	All decisions surrounding the GSB library policy and collection can be made by the GSB manager supported the other GSB librarians. Collection development is supported with faculty engagement and feedback.
Decisions which must be referred	Larger decisions will be reverted to the Academic Director where there may are major budgetary or functional implications.

CONTACTS AND RELATIONSHIPS

Internal to UCT	Library staff, GSB faculty, GSB staff (especially GSB IT and programme coordinators) and GSB students; UCT librarians, UCT faculty and UCT students at masters or doctorate level.
External to UCT	Other SA business school librarians and other librarians internationally; Book vendors – both electronic and print; Journal vendors; Newspaper vendors; Database providers; External suppliers.