Director of Library & Archives Services
Information Services Directorate

Closing date: 21 March 2018
Interview date: 26 April 2018 (to be confirmed)
Vacancy reference: 6424
INTRODUCTION

At the heart of the academic experience at the University of York, Library & Archives Services are part of the Information Services Directorate which also includes IT Services.

This is an exciting opportunity to lead Library & Archives Services at the University of York, working with a team who have a strong reputation for innovation and excellent customer service.

Library & Archives Services is responsible for the Borthwick Institute for Archives and three libraries. The main University Library on the Heslington West campus, Kings Manor Library in the City Centre and the running of York Minster Library on behalf of the Dean and Chapter of York Minster. The Library is actively engaged with developing learning spaces across campus, and has just opened “Library@Piazza” on the Heslington East Campus. The main University Library is open 24/7 for 362 days per year and is engaged in developing virtual services in support of customers.

Our Relationship Management Team are highly regarded by the academic community and deliver digital skills to both students, academics and researchers. Their work using ‘UX’ to understand the needs of academics has received national interest. Services for researchers include support for open access and research data management and attention is now turning to supporting digital scholarship amongst the student and research community.

Our collections reflect the wide range of academic disciplines taught at the University and our community benefits from the rich holdings of the Borthwick Institute for Archives. Library & Archives Services are at the forefront of developments in digital preservation working with colleagues from IT Services.

The Borthwick Institute for Archives was established in 1953 in St Anthony’s Hall in York. Following an award of £4.415 million from the Heritage Lottery Fund, it moved to purpose-built premises on the University campus in 2005. The Borthwick Institute is one of the largest and most important archive repositories in the North of England. The Borthwick is a public archive repository, providing public access to archives from the 11th to 21st centuries.

Heidi Fraser-Krauss
Director of Information Services
Reporting to the Director of Information Services, you’ll be responsible for the strategic and operational leadership of Library and Archive Services. Responsible for a team of approx 140 staff across four sections of Library & Archive services (Borthwick, Collections, Customer Services and Relationship Management), you will ensure excellent and innovative services to support learning, teaching and research across the University. The role holder is a member of the Information Services’ Senior Management Team, and has responsibility for a budget of approximately £8.5m.

**Key responsibilities**

(Role holders will be required to undertake some or all of the duties below)

- Lead on the development and implementation of the Library & Archives Strategy, including oversight of programmes and projects
- Advise the Director (IS) and the University on strategic direction for Library & Archives Services, informed by the external environment for HE libraries and the information sector both nationally and internationally
- Work closely with the Head of the Borthwick Institute for Archives to maximise partnership working between the two services and to ensure the strategic development and delivery of archive services to the University and the wider community.
- Provide leadership in all aspects of staff management, ensuring that excellent performance is the norm and that staff are given appropriate opportunities to develop professionally and personally
- Line manage the Section Heads (4) in Library & Archives Services, and the Minster Librarian
- Plan and manage the budget for Library & Archives services to ensure best value for money
- Foster a culture within Library & Archives Services which reflects the Information Services Directorate values: Customer focus, 360 Collaboration, and Continuous Improvement
- Contribute to the development of library and learning space across the University
- Further develop services to support researchers including open access, research data management and services in support of Digital Scholarship
- Ensure Library & Archives Services compliance with health and safety regulations, current HR practice, and data protection (including GDPR)
- Ensure Library & Archives Services is an active partner in supporting the University’s Equality, Diversity and Inclusion Strategy, particularly in adopting an inclusive campus approach. This will involve membership of key university committees to align and support the delivery of the equality, diversity and inclusion action plan
- Lead the partnership agreement with the Dean and Chapter of York Minster, providing library services for the Minster collection
- Participate in the White Rose Libraries Collaboration, including acting as line manager for the White Rose Executive Manager
- Represent Library & Archives Services on University Committees as required
- Represent Library & Archives Services regionally, nationally and internationally, taking an active role in professional bodies such as the Northern Collaboration, RLUK and SCONUL
- Work with the Office for Philanthropic Partnerships and Alumni on initiatives to support Library & Archives services, including further development of the Friends of Library & Archives (FoLA) and the FoLA lecture series
- Strengthen engagement and collaboration across the University and with external bodies
- Deputise for the Director of Information Services as necessary

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**At a glance**

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<thead>
<tr>
<th>Salary</th>
<th>£79,000 - £98,000</th>
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<tbody>
<tr>
<td>Hours of work</td>
<td>37 hours per week</td>
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<tr>
<td>Contract type</td>
<td>Open</td>
</tr>
<tr>
<td>Based at</td>
<td>Heslington Campus</td>
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## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Educated to degree level</td>
<td>Essential</td>
</tr>
<tr>
<td>Formal Library or Information postgraduate qualification (or experiential equivalent)</td>
<td>Essential</td>
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<tr>
<td>Management qualification</td>
<td>Desirable</td>
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## Knowledge

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<th>Knowledge</th>
<th>Essential</th>
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<tr>
<td>Awareness of the key issues facing higher education and in particular challenges for academic libraries</td>
<td>Essential</td>
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<td>An understanding of the changes in scholarly communication and impact on libraries</td>
<td>Essential</td>
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<tr>
<td>An understanding of the needs of those working and studying in a higher education environment</td>
<td>Essential</td>
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<tr>
<td>An understanding of the Archives environment, and the needs of those working and using archives</td>
<td>Essential</td>
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<tr>
<td>A good knowledge of ICT developments, particularly as they relate to the exploitation of ICT to support education and research</td>
<td>Essential</td>
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## Skills, abilities and competencies

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<th>Skills, abilities and competencies</th>
<th>Essential</th>
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<tr>
<td>Strong negotiating and influencing skills</td>
<td>Essential</td>
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<tr>
<td>Ability to prioritise, managing multiple strategic and operational objectives</td>
<td>Essential</td>
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<tr>
<td>Excellent interpersonal skills, able to influence academic and other university communities</td>
<td>Essential</td>
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<td>Proven ability to lead and manage</td>
<td>Essential</td>
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## Experience

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<tr>
<td>Substantial relevant experience in academic libraries including senior management and leadership experience</td>
<td>Essential</td>
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<tr>
<td>Experience of developing user focussed strategy</td>
<td>Essential</td>
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<tr>
<td>Experience of leading and managing complex programmes and projects</td>
<td>Essential</td>
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<tr>
<td>Experience of initiating and leading change in medium to large organisations</td>
<td>Essential</td>
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<tr>
<td>Experience of managing large budgets</td>
<td>Essential</td>
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## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Experience (continued)</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Involvement in national projects or initiatives</td>
<td>Desirable</td>
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### Personal attributes

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<tr>
<th>Essential / Desirable</th>
<th>Essential / Desirable</th>
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<tr>
<td>Motivational leadership style with strong team building skills</td>
<td>Essential</td>
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<tr>
<td>Encouraging innovation and development</td>
<td>Essential</td>
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<tr>
<td>A thorough understanding of equality, diversity and inclusion and demonstrable ability to lead on this</td>
<td>Essential</td>
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<tr>
<td>Strong professional profile and reputation</td>
<td>Desirable</td>
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The **Information Services Directorate** is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. More information about each of the Directorates areas is given below.

**Library Services**

The Library offers a wide range of services and extensive collections to support the Teaching, Learning and Research of the University with a strong focus on customer service and continuous service improvement. With over 1400 study spaces we provide a wide range of study environments including quiet reading areas, flexible group study, specialist research areas, bookable group and individual rooms and PC classrooms. The University Library complex includes the JB Morrell Library, the Raymond Burton Library for Humanities Research, the Borthwick Institute for Archives and the Harry Fairhurst building on the Heslington West campus and is open 24 hours a day, 7 days a week, 362 days a year. We have a library available at the King’s Manor in the centre of York and we are responsible for running York Minster Library, under a partnership agreement with the Dean and Chapter.

The Library stock includes around one million physical items in addition to over half a million e-books, and over thirteen thousand print and electronic journals and databases. The Library is responsible for the institutional repository which holds over 81 thousand items and is part of White Rose Research Online, run jointly with the Universities of Sheffield and Leeds.

Our Help Desk offers support in person and virtually for library and IT queries, and through collaborative arrangements with the US we are able to offer access to library enquiry services 24/7. We value our relationships with the students, staff and researchers of the University and our Relationship Management Team provide a focus for this engagement, alongside development of digital literacy skills for all. We work closely with colleagues in IT Services to ensure successful take up of software such as Google Apps.

With the increasing move towards digital information, we have invested in “York Digital Library” (YODL) which is an online repository for multimedia resources at the University of York. It provides access to over 69,000 resources, which include images, past exam papers and Masters theses. Working closely with the Archives team, the Library has become involved in prestigious digitisation projects funded by national and international bodies such as the Wellcome Trust and Mellon Foundation.
INFORMATION SERVICES DIRECTORATE

The Borthwick Institute for Archives
Founded in 1953, we have collected archives from all around the world, from the 11th century to the present day. Our users include academic researchers and a large number of public visitors, and our staff contribute to academic teaching in many departments across the University. Our holdings include the archive of the archbishops of York from 1225, hospital archives, political archives, business archives, family archives, archives of living writers for stage and screen, and a growing number of third sector organisations, such as Alcoholics Anonymous and the Yorkshire Wildlife Trust. Our media range from parchment, through rag-made paper to reel-to-reel tapes and digital files. We also provide records management, Freedom of Information and Data Protection services for the University.

IT Services
Information Technology is fundamental to the teaching and research success of the University as well to its day to day operations. ITS provides technology services to the whole University: staff, students and visitors. We aim to deliver services which are secure, reliable, easy to use and resilient. We strive to develop new services to meet changing needs and to keep pace with technological advances.

We manage, develop and support the network infrastructure which interconnects all buildings as well as the high-speed link to the internet via the academic network provided by Jisc Technologies. Wireless coverage on campus is now nearly universal and students have access to both the wired and wireless network from their study bedrooms and in all teaching and public spaces across campus.

More recently, we have developed a research support team which offers advice and support to researchers across the University as well as small scale HPC, data storage and backup services. In addition, we are responsible for providing the technical infrastructure underpinning many of the Universities corporate information systems such as the VLE, web site, Student Record and Finance systems. We provide business analysis, project management and integration expertise to introduce new University wide systems and services that support teaching, research and administration.

We support over 6,000 centrally managed PCs, installed into classrooms for student use, and in offices for staff. More than 200 items of PC software are available, including standard office applications and specialist software to support teaching and research. We also have a managed Linux and Mac desktop service, provided a Windows based laptop loan service for students and support most other modern platforms. Since 2011 we have used the Google Apps for Education suite of software. This includes email, calendar and a whole raft of collaboration tools. Google Apps are now well embedded in the institution. Our centrally managed Print, Copy and Scan service (York Print Plus) is available across the University in all departments and student areas and supports printing from wireless devices, scan to email and traditional photocopying.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages.
The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit [www.visityork.org](http://www.visityork.org) for more information on the city of York.

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6424
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 21 March 2018.

What will I need?

You will need to upload:

- your CV
- a letter describing how you meet the requirements of the job

You will also need details of 3 referees.

Help and assistance

Direct any informal queries to Heidi Fraser-Krauss
heidi.fraser-krauss@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835