**THE UNIVERSITY LIBRARY**

## FURTHER PARTICULARS

# The Library Service

The University Library is in Ravelin Park, part of the Guildhall Campus in the centre of Portsmouth. The University Library is distinctive, modern and purpose built, an £11,000,000 extension opened in 2006 and a refurbishment of the ground floor took place in 2014. We deliver the MyPort Information Hub service in the Nuffield Building and also have managerial responsibility for a social learning space in the adjacent Student Centre. The Library is strongly service-orientated with extensive 24/7 opening hours and places much emphasis on close relations with staff and students throughout the University. There are over 80 staff members, excluding student shelvers, and the budget is just under £6m.

# Staff structure

The teams which make up the Library service are:

***Senior Management team*** – this comprises the University Librarian plus two Associate University Librarians who between them have responsibility for the following teams

***Business Support team*** – this supports the work of the Senior Team as well as bringing together a group of staff who work across the whole library, including those responsible for staff development, and data management

***Academic Liaison team*** – this includes a team of five Faculty Librarians (one per Faculty) plus a Law Librarian and a Map Librarian, who are supported by 3 Assistant Faculty Librarians. Faculty Librarians have responsibility for liaison with teaching staff to develop collections and services in each subject area and undertake a comprehensive programme of teaching information literacy. In addition this team provides enquiry services, research support and includes an archivist who works with the archives of the University.

**MyPort team** – this team provides the MyPort website and the MyPort Information Hub providing support to students, staff and the public across a range of professional services with the aim of resolving the majority of queries at first contact with referral to the specialist teams in the Professional Services for detailed queries.

***Research Outputs team*** - This team supports researchers in depositing their research publications to the institutional repository, advising them on issues of open access and funder compliance.

***User Services team*** – provides all front of house services including the Reception Desk and Welcome Desk. We have moved towards a self-service model available throughout our extensive opening hours (we are open 24/7 for the majority of the year).

***Procurement and Metadata team*** – this carries out procurement of all types of material (including interlibrary loans) as well as metadata management of all collections. We place great importance on obtaining value for money in this area and carry out detailed benchmarking of our electronic purchases. We are members of the Southern Universities Purchasing Consortium.

***Systems team –*** we use Capita as our Library Management System. Our website is under constant review and its importance to us is reflected in the presence of a web-related post in the Systems team <https://library.port.ac.uk/> . There are dedicated IT Helpers sharing one of our Information Desks and we use NorMAN and QuestionPoint for out of hours telephone and online chat enquiries.

The University Library has a good track record of staff development with a dedicated post attached to this area. Much of our developmental work happens via small working groups and we have found this to be a good way to harness staff creativity.

**University Librarian**

**Associate University Librarian (Research and Online Services)**

**Library Staff Structure**

**Associate University Librarian (Academic Liaison and User Services)**

**User Services Team**

**Academic Liaison Team**

**Business Support Team**

**Systems Team**

**Procurement and Metadata Team**

**Research Outputs Team**

**Team Leader – User Services**

**Faculty/Map/Law Librarians**

**Team Leader - Systems**

**Team Leader – P&M**

**Research Outputs manager**

**Staff Development Advisor**

**Assistant Team Leader – User Services**

**Assistant Faculty Librarians /Assistant Librarians**

**Lead Technician**

**Assistant Team Leader**

**Research Data Manager**

**Team Leader – Business Support**

**Library Assistants**

**Library Processing Assistants**

**Customer Service Advisors**

**Customer Service Supervisors**

**MyPort**

**Team**

**MyPort Team Leader**

**Archivist**

**Senior Library Assistants**

**Evening & Weekend Assistants**

**Web, Systems & Communications Developer**

**Metadata/**

**Procurement Librarians**

**Research Outputs Assistant**

**Research Outputs Officer**

**Student Assistants**

**Library Assistants**

**Senior Library Assistants**

**Administration & Finance Officer**

**Building Services Supervisors**

**Data Manager**