

CAPITA



Pay Benchmarking Report for ECC Members

Library Roles

September 2017

About this Report

This report is provided as part of the Pay and Labour Market Data Service provided to ECC Members.

Capita previously surveyed ECC members to collect pay information for selected roles using guideline job descriptions and then compared the HEI data with salaries in other sectors using salary surveys and other sources of pay benchmark data.

This report provides benchmark pay data on a range of library roles. We have also included the job descriptions previously developed to survey ECC members for reference.

Capita Surveys and Research
Spa House
Hookstone Park
Harrogate
North Yorkshire
HG2 7DB

Tel: 01423 818700
Fax: 01423 818777
Web: www.capitasurveys.co.uk

Library Roles

Recent Trends and Developments

The Chartered Institute of Library and Information Professionals and Archive and Record Association's 2015 survey of library, archives, records, information and knowledge management staff across the public, private and voluntary sectors found a highly qualified workforce but identified low levels of ethnic, gender and age diversity. Over two-thirds of the workforce hold postgraduate qualifications and most have professional qualifications as well as membership of a professional body. Over three-quarters of the workforce are female and the highest proportion of the workforce falls into the 45 to 55 years old age band.

The Sue Hill Recruitment Consultancy highlights the many challenges and opportunities facing libraries in higher education. Academic libraries are increasingly expected to provide diverse spaces for the student experience and are also faced with the demands of more remote learning and the rise of open online courses, both of which require adaptations to service delivery.

Open access research repositories have continued to attract growing attention as institutions prioritise research support and work towards the next Research Excellence Framework assessment (REF2020). It is clear that the demand for a suitably skilled workforce responsible for managing research repositories is outpacing availability.

2016 has also witnessed innovation and restructure within many Higher Education libraries. These have been driven by different factors: ambition to achieve Customer Service Excellence, the need to improve delivery for increasingly digital services, the opportunity to take advantage of new cloud-based solutions, and a growing requirement to address feedback from student satisfaction surveys. Large-scale change management within libraries offers many opportunities for staff to up-skill and diversify, while successful change programmes require library teams that can offer good leadership and project management skills.

Research undertaken by Sue Hill suggests that higher salaries are no longer the main draw for many new knowledge and information professionals. Instead, information professionals in their first or second posts tend to look for benefits around career development, and they want to work for an organisation which values knowledge and information and a manager who will mentor, nurture and encourage their development.

Recruitment and Retention in Higher Education

The latest Higher Education Workforce Survey¹, published by UCEA in July 2017, found 7% of HEIs experienced difficulties² recruiting library services staff, and 4% reported difficulties retaining these staff.

¹ <http://www.ucea.ac.uk/en/publications/index.cfm/hews2017>

² Recruitment difficulty is defined as having to re-advertise for a vacancy or positions that are left unfilled for six months or longer.

Benchmark Pay Data for Library Roles

ASHE

The Annual Survey of Hours and Earnings (ASHE) for April 2016 includes the following earnings data for Librarians:

Gross Annual Earnings (excluding overtime) for Full Time Employees (£pa)

	LQ £pa	Median £pa	Ave £pa	UQ £pa
Librarians	19,600	24,367	28,322	na

Source: ASHE 2016

NHS

The national job profiles used to match posts as part of the Agenda for Change pay system in the NHS shows the following pay bands and salary ranges for Librarian posts in the NHS.

Post	Pay Band	1 April 2017 Pay ranges (£pa)
Library Technician (Entry Level)	2	15,404 to 18,157
Library Technician	3	16,968 to 19,852
Library Technician (Higher Level)	4	19,409 to 22,683
Librarian	5	22,128 to 28,746
Librarian Team Leader	6	26,565 to 35,577
Librarian Specialist	6	26,565 to 35,577
Librarian Service Manager	7	31,696 to 41,787
Professional Manager, Library Services	8a-b	40,428 to 58,217

High Cost Area Supplements in the NHS are worth 20% of basic salary in inner London (subject to a minimum of £4,200 and maximum of £6,469), 15% in outer London (£3,553 to £4,528) and 5% in the Fringe area (£971 to £1,682). Salaries are effective at 1 April 2017.

The job outlines for these NHS job profiles are as follows:

Library Technician (Entry Level) – assists desk staff with routine tasks, provides clerical support to other library staff, and maintains library records.

Library Technician – provides technical assistance and training to users and answers a range of enquiries, staffs the library issue desk, carries out administrative and clerical duties, and may maintain the library information system.

Library Technician (Higher Level) - provides technical assistance and training to users and answers a range of enquiries, manages the enquiry or issue desk, carries out administrative and clerical operations including petty cash, and allocates work to Library Technicians.

Librarian – assists in the delivery of full range of services within the library and information service; provides professional assistance and support to the library site/service manager; takes specific responsibility for discrete areas of the service e.g. collection management, information skills training, enquiry services, website development, electronic resources, cataloguing and classification of resources, current awareness of services.

Librarian Team Leader – may manage branch library within multi-site library and knowledge service; may lead the management and development of a library and information service at a single site organisation; leads a team of library staff; develops proactive library and knowledge services to

support the needs and policy objectives of employing organisation; markets and promotes the service, its products and services to existing and potential users.

Librarian Specialist – develops and manages a specialist division of a library information service e.g. outreach training programme, support to clinical teams, web/electronic information development, library management system; promotes and markets the specialist service to existing and potential users; advises and trains on specialist area.

Librarian Service Manager – manages the operational and strategic development of a large or multi-site library or knowledge and information service and resources; provides a service to staff and students and to stakeholders from healthcare and education, to support the delivery of care, promote the service to users; designs and maintains collaborative networks to support service delivery.

Professional Manager Library Service – leads on the strategic development and management of a library or knowledge and information service and resources for a multi-organisation or sector; provides a service to staff and students and to stakeholders from healthcare and education, to support the delivery of care, promote the service to users; designs and maintains collaborative networks to support service delivery.

Chartered Institute of Library and Information Professionals

The CILIP has not updated its salary guidelines for librarians working in government, law firms, public libraries, further and higher education, state schools, independent schools, not for profit organisations and the NHS since February 2014.

The table below summarises these recommended salary guidelines (at February 2014), which do not take account of special allowances such as London weighting or other benefits. Salaries are worked out on the basis of a 35-hour week.

Further details are available on the CILIP website www.cilip.org.uk

CILIP Recommended Salary Levels by Sector (£pa)

Sector	Paraprofessional/ Non-Qualified Assistant	Newly qualified librarian 0 - 2 years experience	Librarian 2 - 5 years experience	Senior Librarian	Head of Service
Further Education	17,000 - 19,000	20,000 - 24,000	24,500 - 28,000	30,000 - 35,000	38,000 - 41,000
Higher Education	20,000 - 23,000	23,000 - 28,000	30,000 - 36,000 (LIS Professional)	36,000 - 45,000	47,000 - 55,000
Public Libraries	16,500 - 18,500	19,800 - 24,500	24,000 - 30,000	32,000 - 40,000	45,000 - 55,000
Independent School Libraries	17,000 - 19,500	23,000 - 27,000	25,000 - 34,000		32,000 - 39,000 (Head Librarian)
Health Libraries	18,000 - 21,700	21,000 - 27,500	25,500 - 34,000	30,400 - 40,000	38,000 - 46,500
Not For Profit Libraries	19,000 - 21,000	21,000 - 23,500	24,000 - 28,000	27,000 - 32,000	34,000 - 40,000
Government Libraries	18,000 - 21,000	21,000 - 27,000	26,000 - 35,000 (LIS Professional)	32,000 - 44,000 (Senior LIS Professional)	43,000 - 65,000
Law Libraries	18,500 - 22,500	23,000 - 28,000	29,000 - 38,000 (LIS Professional)	38,000 - 45,000 (Senior Research Librarian)	52,000 - 70,000
State School Libraries	16,000 - 19,500	22,000 - 24,000	24,000 - 31,000	31,000 - 36,000 (Librarian with teaching responsibilities)	36,000 - 44,000 (Senior Librarian/Head Librarian)

Sue Hill Recruitment and TFPL

The Sue Hill and TFPL recruitment companies' 2016-17 Knowledge and Information Management salary survey is based on an online survey emailed to clients on the companies' databases in April 2016; the results are based on 1,440 responses.

Sector/Role	London			Rest of UK		
	Minimum	Average	Maximum	Minimum	Average	Maximum
Legal						
Head of LIS	80,000	100,000	120,000	35,000	57,500	80,000
LIS Manager	45,000	52,500	60,000	40,000	47,500	55,000
Systems Librarian	35,000	42,500	50,000	25,000	32,500	40,000
Librarian/Research Librarian	28,000	40,000	48,000	26,000	40,500	45,000
Assistant Librarian/Info Officer	25,000	34,000	38,000	22,000	30,000	34,000
Library Assistant/Info Assistant	20,000	22,500	25,000	19,000	20,000	21,000
Other Commercial						
Head of Info	65,000	81,500	98,000	57,000	68,500	80,000
Info Services Manager	45,000	51,000	57,000	35,000	45,000	55,000
Systems Librarian	45,000	47,500	50,000	42,000	45,500	49,000
Librarian/Subject Librarian	30,000	35,000	40,000	24,000	25,500	27,000
Assistant Librarian/Info Officer	25,000	27,500	30,000	20,000	23,500	27,000
Library Assistant/Info Assistant	18,000	22,500	27,000	15,000	19,500	24,000
Academic						
Chief/Head Librarian	63,000	77,000	91,000	45,000	58,000	71,000
Library Manager/Deputy Librarian	37,000	51,000	65,000	28,000	35,500	43,000
Systems Librarian	39,000	44,500	50,000	32,000	36,000	40,000
Librarian/Subject Librarian	34,000	40,000	46,000	20,000	29,500	39,000
Assistant Librarian	26,000	29,000	32,000	24,000	26,000	28,000
Senior Library Assistant	22,000	27,500	33,000	20,000	24,500	29,000
Library Assistant	18,000	23,000	28,000	15,000	20,500	26,000
Digital/Open Access Assistant	22,000	25,000	29,000	20,000	22,500	25,000

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Sector/Role	London			Rest of UK		
	Minimum	Average	Maximum	Minimum	Average	Maximum
Local Authority and Public Libraries						
Chief/Head Librarian	45,000	56,500	68,000	35,000	46,000	57,000
Deputy Librarian	35,000	42,500	50,000	30,000	35,000	40,000
Systems Librarian	37,000	43,500	50,000	35,000	40,000	45,000
Librarian	25,000	34,000	43,000	23,000	31,500	40,000
Assistant Librarian	22,000	24,000	26,000	20,000	22,500	25,000
Senior Library Assistant	20,000	24,000	28,000	19,000	22,000	25,000
Library Assistant	18,000	21,500	25,000	17,000	19,500	22,000
Government						
Chief/Head Librarian	45,000	60,000	75,000	38,000	50,000	62,000
Deputy Librarian	35,000	40,000	45,000	28,000	34,000	40,000
Systems Librarian	37,000	41,000	45,000	35,000	40,000	45,000
Librarian	29,000	34,500	40,000	28,000	33,000	38,000
Assistant Librarian	27,000	31,000	35,000	25,000	30,000	35,000
Library Assistant	20,000	22,500	25,000	17,000	21,000	25,000
Healthcare/NHS						
Chief/Head Librarian	49,000	73,000	97,000	40,000	60,000	80,000
Deputy Librarian	30,000	42,500	55,000	29,000	41,000	53,000
Systems Librarian	37,000	41,500	46,000	35,000	40,500	46,000
Librarian	27,000	36,000	45,000	23,000	29,000	35,000
Assistant Librarian	20,000	25,000	30,000	20,000	25,000	30,000
Library Assistant	19,000	22,500	26,000	17,000	20,000	23,000
Third Sector						
Chief/Head Librarian	45,000	62,500	80,000	32,000	43,500	55,000
Systems Librarian	38,000	42,000	46,000	35,000	40,000	45,000
Deputy Librarian	32,000	36,000	40,000	29,000	34,500	40,000
Librarian	28,000	32,000	36,000	22,000	24,000	26,000
Assistant Librarian	23,000	25,500	28,000	22,000	24,000	26,000
Library Assistant	18,000	21,000	24,000	17,000	20,500	24,000

ECC Survey Job Descriptions for Library Roles

The following job descriptions were previously used to survey ECC members and to identify benchmark pay data.

Library Assistant

Level	Reports to Library Manager
Experience	<ul style="list-style-type: none"> • Good Levels of literacy and numeracy. • Basic IT skills • Good communication (oral and written) and interpersonal skills. • Experience of working in a customer focused service.
Qualifications	5 GCSE's (A*-C) or equivalent. May be working towards librarianship/information science qualifications
Role	<p>Assists staff, students and others in the use of a range of Library and Learning Services including, Circulation and Stock, Bibliographic and Library Services, General Enquiries and membership and e-learning.</p> <ul style="list-style-type: none"> • Issues books and takes in returns using a computerised system, reserves books, enrolls new readers and renews existing memberships. • Keeps the library tidy and shelves books in alphabetical or numerical order. • Sends out letters regarding overdue books. • Arranges inter-library loans. • Carries out minor book repairs (such as taping loose pages in place) or arranges for repairs to be done. • Orders new material as directed by the librarian. • Helps librarians to catalogue new materials, allocates classification codes, and adds to computer records of library stock. • Undertakes routine financial transactions (cash, credit and debit) and keeps appropriate records. • Deals with enquiries as the first point of contact. • Assists customers with the use of the online library catalogue and locates resources listed on it. • Acquires and prepares learning resources for stock and deals with related paperwork.

Senior Library Assistant

Level	Reports to Library Manager
Experience	<ul style="list-style-type: none">• Relevant experience in a professional library position, preferably in higher education.• Demonstrable skills in finding, evaluating and using information, both printed and electronic.• Excellent interpersonal and customer care skills including the ability to communicate well with a wide range of people in person, via email and by telephone.• IT literate, familiar with MS Office software and have experience of working with an automated library management system.• Academic library experience would be an advantage and an understanding of the needs of users, teaching and studying at different levels.
Qualifications	Educated to 'A' level standard or equivalent. Likely to be working towards librarianship/information science qualifications.
Role	<p>Works in a team providing a service to library users, and undertakes a range of routine tasks essential to the running of a large academic library including the operation of the computerised book issue system, dealing with customer enquiries and undertaking administrative duties.</p> <ul style="list-style-type: none">• Supervisory role in service counter teams; processing loans, returns, renewals and reservations and dealing with user enquiries on the library service counter and admissions desks.• Day-to-day organisation, supervision and training of a small team of staff.• On occasion, will deputise for the Assistant Librarian.• Processes the receipt of material from other libraries on loan, as photocopies, or in electronic format; the processing of applications from material by other libraries.• Handles general reference enquiries.• Checks invoices, maintains payment records on the library system and liaises with colleagues over budget allocations.

Librarian

Level	<ul style="list-style-type: none">• Reports to Library Manager or Academic Services Manager or Head of Library Services or Head of Academic Information Services.• May line manage library assistant(s).
Experience	Experience of academic library work or working in relevant special libraries and using electronic library resources.
Qualifications	<ul style="list-style-type: none">• Degree or equivalent• Professional qualification in Librarianship / Information Science. MCLIP or equivalent.
Role	<ul style="list-style-type: none">• Provides and develops information services and library collections to support the teaching, learning, research and consultancy activities.• Maintains and develops information resources and trains others in their use.• Prepares and provides printed and electronic publications, teaching materials and guides to support library user needs.• Manages appropriate budgets.• Advises academic colleagues on the development of resources and makes recommendations on stock/resource acquisition and disposal.• Advises on storage and retention matters.• Provides support and assistance to library users, enabling them to access information and resources.• Participates in the wider management of the Library through appropriate working parties, project teams, subject team meetings.• Keeps up to date with relevant professional and developments in higher education.• Establishes and maintains contacts with relevant organisations outside the University.

Academic Subject Librarian

Level	<ul style="list-style-type: none">• Reports to Subject Team Leader/Manager or Academic Services Manager or Head of Library Services or Head of Academic Information Services.• May line manage subject library assistant(s).
Experience	<ul style="list-style-type: none">• Experience of academic library work or working in relevant special libraries and using electronic library resources.
Qualifications	<ul style="list-style-type: none">• Professional qualification in Librarianship / Information Science. MCLIP or equivalent.• Degree in relevant subject generally an advantage.
Role	<ul style="list-style-type: none">• Provides and develops information services and library collections to support the teaching, learning, research and consultancy activities of specified subject groupings.• Maintains and develops information resources and trains others in their use.• Prepares and provides printed and electronic publications, teaching materials and guides to support library user needs.• Manages appropriate budgets.• Advises academic colleagues on the development of resources and makes recommendations on stock/resource acquisition and disposal.• Advises on storage and retention matters.• Provides support and assistance to library users, enabling them to access information and resources.• Participates in the wider management of the Library through appropriate working parties, project teams, subject team meetings.• Keeps up to date with relevant professional and subject developments and developments in higher education.• Establishes and maintains contacts with relevant organisations outside HEI.

Library Services Manager

Level	<ul style="list-style-type: none">• Reports to Director/Head of Library/Information Services• Direct line management of staff in professional and specialist roles.• Management responsibility and duty of care for Library Services staff.
Experience	<ul style="list-style-type: none">• Significant post-qualification experience of Library work.• Experience of formulating and implementing strategies in a senior management role• Project management experience• Significant staff management experience• Sound financial/budget management skills
Qualifications	<ul style="list-style-type: none">• Degree and professional Librarianship/Information Science qualification, or equivalent.
Role	<p>Manages and develops the library's general services</p> <ul style="list-style-type: none">• Determines the strategic priorities and operational goals and manages staff and other resources to deliver a co-ordinated service in line with the HEI and Library Services strategic plans.• Ensures that services, policies, processes and procedures are cost effective, efficient and relevant to Library Services' strategic objectives.• Ensures that services are customer focused and respond to customer feedback.• Ensures compliance for legal requirements in areas such as Health and Safety, DDA, copyright.• Provides leadership, guidance and supervision to library staff to ensure their motivation, well being, and the achievement of individual and team potential, with an emphasis on performance and outputs.• Represents the Library and promote its objectives to other services, faculties and central administration.
