

## A day in the life of a level 3 Site Manager at Health Services Library (HSL)

### **Morning**

Your day will start at 0900hrs when you arrive at the library and chat to the two early morning staff, who have been at the library since 0745hrs, opening up and welcoming customers. Other members of your team will also be arriving at the same time, and you might take this opportunity to catch up with them as well.

You walk around the library, seeing that all is well this morning and then make yourself a morning drink to have whilst you log on to your digital workspace.

Your first destination will be your calendar to check your meetings for the day. For example, you might be attending the People Managers' Group or a Level 3 Site Manager's meeting; perhaps you are undertaking a Management Training session for the day. If not, you could be in a meeting with one of your team having a regular monthly catch up.

Once you know what your day looks like, you will check into your enquiry account and begin responding to enquiries that have been assigned to you. You will also be checking your emails and acting on any new information related to your role and area – that might involve organising space for a display or liaising with the Head of Partnerships & Place to agree the arrival of new furniture. You might also need to chase some maintenance that has been lagging.

During your morning break, you will probably be chatting with your team and getting an idea how everyone is getting on and offering support and advice where needed. You will definitely want to see the holiday photos that one of them took on their last trip abroad.

Then it's back to work and you could be chatting with one of your team about how their health is since returning to work from a long absence; or maybe you have noticed a drop in performance and decide you need to speak to the member of staff about what support they need. You book some meetings with the relevant team member and gather up all the information you need for the meeting.

A member of a library group outside of your area contacts you, perhaps the Cataloguing team, and explains a project they are working on, and they would like help from your team. You find out what is needed and what training Cataloguing will give. You take time to consider to whom you will delegate the tasks and book in some meetings.

### **Afternoon**

After lunch you catch up with your afternoon staff, updating them on the latest news. You then go off to prepare the agenda and notes for the next Team meeting. Your agenda for the meeting is quite full – celebrating successes, updating the team on activities at the other sites, preparing for up-coming projects, inviting a guest speaker to talk about a new service that the team will need to be trained to deliver. You ask one of your team to do a presentation, but they have never done that before, so you delegate a teaching session – or perhaps you teach the person yourself.

Afterwards, you sign off some more enquiries and have a catch up meeting with your line manager where you chat through how things are going for you and get support and advice.

You finish the day by signing a birthday card that is doing the rounds for one of your team and contribute to the present as it is a 'big birthday'.