JOB TITLE: USER EXPERIENCE LIBRARIAN

REPORTS TO: HEAD LIBRARIAN

Background

The role is part of the Information & Library Services (I&LS) Team at Cambridge Judge Business School (CJBS). There are currently five staff members in this team: the Librarian, a Deputy, and three Information & Library Assistants. In order to meet the needs and expectations of our high-fee paying users the I&LS team operates a cutting-edge information service which embraces new technologies, offers high-level customer support and expert assistance in the field of business and management.

The role holder will be responsible for user experience (UX) project work intended to improve the effective and efficient delivery of our services; present teaching sessions (workshops, lectures, seminars) on relevant business information topics and resources; answer complex data enquiries (particularly through use of some of our advanced financial resources – Bloomberg, Eikon, WRDS); provide new and improved services to the Business School’s faculty and researchers; embrace social media developments and promote the service through these channels; as well as helping to staff service points. The role holder will need to be aware of developments in modern librarianship and the fast-paced field of business information and apply this knowledge through the introduction of innovative and relevant services as appropriate.

The role holder will also be tasked with improving the current provision of user support materials through video tutorials, live webinar sessions with remote users, and interactive database and service guides. This should help to address the particular needs of our distance learning programmes (eg the Executive MBA programmes) and also better meet the high expectations of our student body.

They will also be responsible for developing our social media presence via various social networking platforms and our Information & Library Services blog on WordPress, which in turn will optimise usage of our service and our e-resources.

The role

Main responsibilities

Support of distance learning courses/answering complex enquiries

- Support in person, and remotely, of our high-profile distance learning cohorts who expect the highest standards of service.
- Responsible for answering research enquiries by email, by phone and in person from other members of the Business School and the wider University community, through expert interrogation of, and guidance on, our databases of company and financial, market research, industry, news, and bibliographic data.
Classroom teaching and training and bespoke consultations

- Prepare and deliver classroom teaching and seminars on a wide range of information-related topics such as: market and financial resources; plagiarism and bibliographic software; interview preparation; online tools; presentation software; social networking (full training on business resources can be given).
- Train on specific complex databases, such as Bloomberg and Eikon.
- Teaching will require a blended learning approach incorporating hands-on, lecture-style teaching and interactive elements.
- Training sessions to smaller groups, and bespoke one-to-one consultations for individuals, booked in advance or on an ad hoc basis.
- Train and instruction of Information Assistants in new services and databases.

Faculty and research support communications

- Responsible for ensuring that the Business School’s faculty, researchers and PhD students are better informed and supported in respect of significant changes in the research landscape, specifically in respect of research data management (creation, management, storage, accessibility, and visibility of data) and open access compliance.
- Working with the Business School’s Research Office and the University Library to ensure appropriate training, information and support is offered in open access compliance and copyright.
- Outreach to faculty with a view to helping them to streamline their research techniques by introducing them to new tools and new ways of working.
- The role-holder will be expected to promote this provision and offer support and assistance to faculty and researchers outside of the Information Centre – in their offices and remotely as required.

Service promotion through social media

- Promotion of Information & Library Services activities, resources and remit through the following social media platforms: the I&LS blog, our Facebook group, Twitter and Instagram.
- Exploration and evaluation of new social media channels and tools.

Creation and delivery of user support materials

- Creation of support materials to increasingly take the form of blog posts, videos, online tutorials, webinars, rather than online and printed guides.
- Responsible for production of I&LS website content in liaison with the Business School’s Online Communications team.
- Responsible for a more embedded and curriculum-integrated presence on CJBS’s virtual learning environment (VLE).

User-centred services and user engagement initiatives

User-centred services are a key function of engaged and innovative research libraries today and we see this role as a way of facilitating more user input into the way we develop and deliver our services.
• Design and deploy UX studies and approaches and where appropriate reporting on these to colleagues, at conferences or in journal articles.
• Stay engaged with the UX community and developments in the field.

Staffing the Information Centre desk

• Limited staffing of our service point in the Information Centre.
• As well as answering enquiries from these points, this work will require some knowledge and operation of the Alma circulation system (full training can be given).
• The role-holder may be required to assist other staff with printed collection duties such as stock-checking and shelf tidying.
• The role-holder may also be responsible for the day-to-day running of the Information Centre in the absence of the Head Librarian and their Deputy.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to provide a CV and a covering letter demonstrating how your own experience meets these requirements:

• Customer service-focused attitude.
• Self-motivated with the confidence to initiate projects and build relationships.
• Good interpersonal/verbal skills.
• Good written communication skills.
• Good IT skills and knowledge of standard IT software.
• Engaged internet user with good awareness of social media, online tools and web skills.
• Good team player.
• Ability to work under own initiative.
• Ability to multi-task in a busy environment.
• Ability to work flexibly.
• Educated to degree level desirable but not essential.
• Library and Information Science (LIS) or related masters desirable but not essential.
• Previous experience of working in a library or information service or similar environment.
• Business information experience desirable but not essential.

Benefits

This is a full-time position working. There will be a nine-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. The salary will be in the range £29,614-£35,326 per annum.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the
world’s oldest and most successful universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees’ work-life balance. In addition we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University’s Job Opportunities website at www.jobs.cam.ac.uk and click on the “Apply online” button at the bottom of the relevant job description. This will route you to the University’s Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 2 November 2021.

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women’s Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, the University was ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall’s Workplace Equality Index 2013.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.
We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact a member of Cambridge Judge Business School’s HR team who are responsible for recruitment to this position, on (01223) 768497 or by email on hr@jbs.cam.ac.uk. Alternatively, applicants can contact the HR Business Manager responsible for the department they are applying to via hrenquiries@admin.cam.ac.uk.