JOB TITLE: DEPUTY INFORMATION AND LIBRARY SERVICES MANAGER (FIXED TERM)

REPORTS TO: INFORMATION & LIBRARY SERVICES MANAGER

Background

Information and library staff at Cambridge Judge Business School (CJBS) maintain and promote a wide range of electronic resources in business and management incorporating e-journals, e-books, market research, news, and company data. Their information resources, which are delivered through a website, are heavily used by the Business School’s MBA, MFin, PhD, MPhil, MST, MSt, MAcc, EMBA and DBA students, but also by teaching and support staff. Teaching and training on resources is an integral component of the service provision. Printed book and journal collections are also maintained by the team, but they are not the main focus of the service. Although the team prioritises access and support to Business School users, the Information Centre’s collections and services are also available to all members of the University. The team seeks to offer an information and library service that extends beyond the physical Information Centre and therefore also provides advice and support through instant chat service and in staff offices.

The role

The role-holder will deputise for the Information & Library Services Manager in their absence. Through regular meetings with them, they will also make contributions to policy formulation and service planning. They will be responsible for the day-to-day operation of the Information Centre overseeing the work of three information assistants, co-ordinating the circulation system and overseeing the e-book collections. They will also contribute to the development and maintenance of the library’s electronic home, the Information & Library Services (I&LS) blog, be required to resolve database authentication issues as they arise, and assist in developing training courses and materials to maximise effective usage of electronic resources by the students, staff and faculty of the Business School. The role-holder will also be expected to keep abreast of developments in the field of business information and have a keen interest in, and awareness of, the opportunities offered by social media.

Main responsibilities

Day-to-day operations and policy formulation

- Supervise day-to-day operations in the Information Centre.
- Deputise for the Information & Library Services Manager in their absence.
- Maintenance of the circulation system (Alma).
- Oversee daily/weekly priorities of information assistants.
• Assist in decision-making in areas of service development.
• Responsible for development and maintenance of the e-book library collection.
• Regular meetings with the Information & Library Services Manager in order to formulate policy and short- and long-term library service planning.
• Responsible for planning, delivery and implementation of specific projects.

Maintenance and development of electronic resources

• Database authentication and access troubleshooting with users and external suppliers.
• Regular collaboration with IT staff in respect of resources not provided via the I&LS website (Bloomberg and EIKON) and proxy server authentication.
• Involvement in acquisition of new electronic resources: assist Information & Library Services Manager by liaising with relevant stakeholders; attendance of meetings with prospective suppliers; maintenance of trials; assistance with post-purchase promotion of new resources.
• Maintenance, development and promotion of the website/blog.
• Significant contribution to the content and approach on social media platforms (Facebook, Twitter, Instagram, blog, etc).

Staffing responsibilities

• Oversee information assistants.
• Inform Information & Library Services Manager if there are problems/work needs to be re-allocated/training required (achieved through regular one-to-one meetings).
• Assist Information & Library Services Manager with allocation of work/setting of information assistant objectives and priorities.
• Ensure high quality of work from information assistants and that it is completed in a timely and professional manner.
• Assist Information & Library Services Manager with recruitment and induction of new information assistants.
• Develop induction programmes for new information assistants and ad hoc training sessions for current staff on resources and other relevant aspects of information and library work.
• Co-ordinate reading list process/allocation of lists/overseeing progress, anticipating and solving problems.
• Undertake routine personnel duties: monitoring and authorising short periods of leave.
• Regular liaison with User Experience Librarian including collaboration on relevant projects.
• Help facilitate communication between information assistants and the wider organisation.
• Health and safety responsibilities.
• Make recommendations on grading and discretionary increments.
**Communication and marketing**

- Assist Information & Library Services Manager with process of regular consultation with information and library stakeholders (information assistants, faculty, support staff, University staff) in order to help inform policy/strategy.
- Assist Information & Library Services Manager with marketing and promotion of electronic and physical resources/collections to stakeholders via blog, social media platforms and other mediums.
- Promote teaching/training events to stakeholders.
- Communication and marketing through social media channels.

**Teaching and training**

- Michaelmas Term teaching timetable liaison: the role holder will take full control of booking inductions, referencing classes and additional sessions, where required. To achieve this, they will need to work closely with programme teams and timetabling.
- Oversight over reading list preparation for Michaelmas Term, including assigning lists to staff, reporting progress, and offering purchasing advice, in liaison with the Head Librarian, if necessary.
- Summer textbook replacement – oversee purchasing of new editions and replacing lost stock.
- Present group teaching/training sessions to users on sourcing market and industry information, effective searching, plagiarism avoidance, bibliographic software, social media tools, as well as ad hoc training for non-Judge users on specific and highly specialised electronic resources. Assist Information & Library Services Manager in development of training programmes.
- Key involvement in annual induction presentations to new students.
- Analysis of feedback from teaching/training events.
- Induction of new information assistants.
- Train information assistants on library procedures and databases.
- Ad hoc one-to-one training of non-Business School users (800 per annum).
- Produce and develop physical and electronic user education resources: guides, documentation, LCD screen adverts and posters.

**Project work**

- Oversight of team members working on new user registration on Alma, Qualtrics and some databases.
- Collection management role using the Cambridge Alma system.
- Library space management, including planning and horizon scanning.
- Installation of Bloomberg and Eikon licences for CJBS faculty.

**Reference queries**

- Respond to complex and in-depth reference queries from users, typically regarding use and content of electronic resources and sources of business information.
- Record solutions on our knowledge base and on the blog.
Finance and budgeting
• Supervise procedures relating to funds received at issue desk.
• Involvement in budgeting of all non-electronic purchases (eg books, print journals, stationery, library equipment).

Representation on committees
• Opportunity to serve on committees and user groups within the University and the UK, provided they are directly relevant to the development of information and library services.
• Attendance at the annual Business Librarians Association (BLA) conference.

Legal issues
• Able to advise library users, particularly faculty and support staff on adherence to national laws and requirements, primarily UK Copyright Law, but also Data Protection Act and Freedom of Information Act.

Service cover
• Desk cover and shelving at very busy times and to cover for staff absence.

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. If you have experience in these areas outside of librarianship or higher education, please detail how those skills and attributes will transfer to a library setting:
• Creative and practical approach to problem-solving.
• Excellent interpersonal skills.
• Excellent written and oral communication skills.
• Willingness to embrace unorthodox and experimental approaches to library service delivery.
• Ability to work under pressure.
• Experience of web-based service delivery.
• Experience of presenting training sessions.
• Knowledge of social media.
• Knowledge of library automated systems.
• Experience of reference work, collection development and cataloguing.
• Supervisory experience.
• Knowledge of standard IT software (Word, Excel, Access, PowerPoint).
• Experience of electronic resources in the business information sector.
• Experience of business information provision.
• A higher degree in librarianship or information science.
Benefits

This is a full-time position working 37 hours per week. There will be a six-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. The salary will be in the range £31,406-£40,927 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 18 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.

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.