JOB TITLE: SENIOR LIBRARY INFORMATION ASSISTANT

REPORTS TO: INFORMATION & LIBRARY SERVICES MANAGER

Background

The Information & Library Services (I&LS) department offers a cutting-edge service to members of Cambridge Judge Business School (CJBS) and the wider University of Cambridge community. The I&LS team maintains and supports an extensive range of electronic resources accounting for over 80% of the annual budget (£350,000 p.a.) which are heavily used by faculty, researchers, support staff and students alike. As well as traditional library lending services the team engages in regular classroom teaching and student project support to meet the demanding needs of high-fee-paying users, as well as a whole raft of other innovative services.

The I&LS team includes three information assistants who have a grounding in traditional library processes but must also embrace technological advances in librarianship that are particularly evident and fast moving in the field of business information. They are required to be very customer-focused, work flexibly and with initiative, be responsive to user needs and build knowledge over time of what is a very complex suite of services.

The role

The role-holder is one of three front-line staff members who divide their time between answering user enquiries (in the Information Centre, by email, phone, or instant chat); maintaining our printed and electronic collections; contributing to user education initiatives/training sessions; the creation of publicity materials and involvement in activities to promote the service; developing expertise in the use of our wide range of business databases and business information in general.

All Information and library assistants are required to engage in project work. Recent examples include:

- Writing content for a new website.
- Creating surveys for Business School-wide staff surveys.
- Creating a YouTube channel.
- Investigating and adopting social media applications.
- Database benchmarking.
- Ordering and processing a new DVD collection.
Main responsibilities

Customer service activities

- Answer user enquiries received by email, instant chat, phone, and in person (individually or as a group) from members of the Business School and the wider University community. These can be complex financial, market or bibliographic enquiries or more simple directional enquiries.
- Staff the main Information Centre desk.
- Instruct users how to interrogate our databases through ad hoc advice and training sessions.
- Troubleshoot IT/facilities problems in the Information Centre.
- Create, update and annotate reading lists for students, staff and faculty includes extensive liaison with faculty and support staff to set deadlines for, source, clarify and approve lists.
- Operation of a (printed and electronic) interlibrary loan/document delivery service.
- Ad hoc tours of the Information Centre for visitors/new staff.
- Operation of the Alma library automated system, circulation administration and support.
- Opening and closing routines.

Collection maintenance and development

- Catalogue and classify of new material: books, projects, reports and DVDs.
- Maintain databases: administration and authentication.
- Journals administration, including: receipt, renewal, claims, binding.
- Process stock for shelves.
- Weed book and journal stock.
- Maintain book and journal collections including specific Careers, Short Loan, DVD, Market Research collections.
- Collation of statistics for annual report, SCONUL, University.
- Purchase books through Alma.
- Shelving duties.
- Other collection administration.

Promotional work

- Contribute to the service’s electronic home: the Information and Library blog (blogposts/updates).
- Update social media channels: Facebook Group and institutional Twitter account, YouTube channel, Pinterest.
- Create eye-catching publicity slides for plasma screens.
- Compile monthly professional literature bulletin.
• Compile monthly new media bulletin.
• Investigate and adopt social media channels.
• Create and promote of video tutorials/student testimonial videos.
• Information Centre noticeboards, signage and guides.

Teaching and training support

• Provision of Qualtrics support to all CJBS members (training sessions, one-to-ones).
• Involvement in annual student inductions.
• Attendee assistance in other teaching and training sessions.

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:

• A good general education, to at least to A-level standard.
• Regular web user.
• User of social media channels including blogging, Twitter, Facebook.
• Business information knowledge - valuable but not essential.
• Good IT skills and knowledge of standard Microsoft Office packages.
• Knowledge of Photoshop and image manipulation preferable.
• Customer service-focused attitude.
• Previous experience of working in a library or similar environment.
• Good team player.
• Ability to perform routine tasks accurately.
• Ability to work under own initiative.
• Ability to multi-task in a busy environment and the ability to work flexibly.
• Good inter-personal/verbal skills.
• Good written communication skills.

Benefits

This is a full-time position working 36.5 hours per week. There will be a six-month probationary period. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range £23,487-£27,116 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 14 March 2022.

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. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at www.hr.admin.cam.ac.uk/policies-procedures/disabled-applicants-and-members-staff/support-services-available-within.
We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact hr@jbs.cam.ac.uk.