Robert Gordon University
University Library
Library Research Support Officer

Job Description

Job Title: Library Research Support Officer Reports to: Research Support Librarian Responsible for: Library Assistant (Research Support) Location: University Library, Sir Ian Wood Building	Working hours: 35h/week Working pattern: Monday-Friday 09:00 – 17:00h Grade/Salary: G5 Position type: Permanent, full time

Purpose of role

This role will assist in the effective delivery of the Library's research support services, providing advice guidance and support to RGU researchers on open access, repository services and scholarly communications. In addition to facilitating compliant deposit of research outputs, the successful postholder will manage the ingest of theses to the repository and provide support for the journal hosting service (OJS). They will be expected to develop and maintain an expert knowledge of key aspects of the academic publishing environment including bibliometrics and contribute to service improvement and policy development in alignment with RGU's research strategy.

Job Context

The university library is located at the heart of RGU's Garthdee campus in the iconic tower of the Sir Ian Wood Building. We provide a comprehensive range of services and resources to enhance learning, teaching and engagement activity across all university and wider communities. As the gateway to collections, we facilitate access to over 100,000 print book titles, more than 200,000 e-book titles and over 36,000 e-journals and other online serials such as newspapers and conference proceedings. We also steward the university's unique art and heritage collections and manage the institutional repository which showcases the innovative and globally recognised work created by RGU researchers.

The library is an active partner in the delivery of the university's refreshed strategy, championing inclusive and sustainable approaches to all areas of our work, contributing to a vibrant and welcoming campus environment, driving research and the development of a strong research culture and is central to the provision of an excellent student experience.

RGU library is comprised of five core teams: Academic & Customer Support, Art and Heritage, Collections & Discovery, Digital Systems, and Research Support, supported by an administrator. In addition, cross functional teams bring together staff with diverse skills and experience to progress a range of service improvement projects.

The Library's Research Support team plays a key role in realising RGU's ambitions for a vibrant, collaborative, open and inclusive research environment that delivers high quality, impactful outputs and public value. The team provides expert advice to the RGU research community around open

access and scholarly publishing, facilitating compliance with REF and funder policies and promoting the transition to an open research environment. In addition to managing OpenAIR, RGU's institutional repository, which showcases RGU research to the world, the team provides a hosting platform for the publication of open access journals and contributes to researcher development through a portfolio of workshops and guidance. The Library works closely with the University's Research Office to plan and deliver on RGU's ambitious research strategy.

Main Duties

Research Support

- Manage the ingest of theses into the repository, creating metadata that enhances discovery and ensuring timely and accurate processing.
- Create and maintain detailed documentation of work processes and standards for the theses service and contribute to documentation for other Research Support services.
- Develop a working knowledge of research metrics and bibliometrics, their purposes and limitations. Use and provide training in citation tracking services and reporting systems such as Scopus, SciVal and Web of Science to enhance understanding of the visibility and reach of RGU research outputs.
- Lead on the operational management of RGU's journal hosting service (Journals@RGU, using Open Journal Systems software), assisting users in journal set-up, supporting and training editorial teams on the use of OJS, and liaising with technical support to report issues, test upgrades and ensure compliance with web accessibility guidelines.
- Support the Research Support Librarian in the administration of OpenAIR, RGU's institutional repository, running regular reports and contributing to implementation and testing of upgrades and new features.
- Maintain detailed expert knowledge of institutional, REF and funder policies in order to effectively support open access compliance and provide advice to researchers.
- Support the recording of research outputs in WorkTribe (RGU's research information system) and the depositing of outputs into OpenAIR, ensuring compliance with RGU policies and legal, funder and publisher requirements.
- Create, enhance and validate metadata, perform quality control of bibliographic data, check and approve document versions and formats and follow designated workflows for checking open access compliance.
- Use specialist knowledge of scholarly publishing websites and tools to verify publisher policies and open access options, in order to ensure legal compliance with copyright and licensing conditions.
- Support the development, dissemination and implementation of open research policies.

Service Delivery

- Monitor Library research enquiries and provide first and second line support to staff and students.
- Working closely with colleagues in Academic Support and the Research Office, contribute to a programme of research skills training and support for researchers at all career stages.
- Work closely with Research Support and other Library colleagues to ensure the completion of work targets and team objectives.

- Propose and implement improvements to Research Support services, develop skills in related areas and work on projects as required to respond to new developments in open research.
- Line manage the Library Assistant (Research Support), managing and prioritising workload to ensure service objectives are met, carrying out training as required and conducting annual performance reviews.
- Prioritise own workload, delegating tasks to other Library colleagues as appropriate. Resolve issues independently, using judgement to refer to senior staff when necessary.

Communication

- Develop relationships with key stakeholders across the university's research community
- Support the creation of training and guidance materials, web pages, blog posts, social media and other communication channels.
- Contribute to advocacy activities such as presenting to staff, actively participating in internal and external working groups and communities of practice.

General

- Undertake manual handling duties in line with health and safety protocols.
- Keep up to date with continuing professional and technical developments in relevant areas and use these to inform service development.
- Undertake the role in line with the university's core values: Our Values | RGU

This job description is not exhaustive, and the role holder may be required to undertake other relevant duties commensurate with the grading of the post. Activities may be subject to amendment over time as the role develops and/or priorities and requirements evolve.

This role is eligible for hybrid working in line with the University's policy and guidance. Due to Library operational requirements, work from home will usually be limited to one day/week.

Person specification

This table lists the essential and desirable requirements needed to carry out this role effectively.

- **Essential**: requirements without which a candidate could not undertake the full remit of the role. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the short-listing stage.
- **Desirable**: requirements which would enable a candidate to perform the job well. When short-listing, these criteria will be considered when multiple applicants meet the essential requirements.

Qualifications and Professional Memberships	Essential	Desirable
Educated to degree level	☒	☐
Degree or postgraduate qualification in library or information science or a research-intensive discipline	☐	☒
Knowledge and Experience		
Knowledge of scholarly publishing and the open research environment including external (funder, REF, publisher) policies affecting open access within UK universities	☒	☐
Experience of working in a support service role in higher education or experience of working in a library or research environment	☒	☐
Experience of developing and delivering inclusive and engaging training activities, online and in-person	☒	☐
Experience of working with an information system in a library or research environment	☒	☐
Experience of using Worktribe or an equivalent repository system	☐	☒
Knowledge of bibliographic metadata or cataloguing standards	☒	☐
Familiarity with research metrics and data analysis	☐	☒
Familiarity with the basic principles of research impact	☐	☒
Skills		
Effective management/supervisory skills	☒	☐
Well-developed communication and interpersonal skills with strong customer service focus, able to engage with academic communities at all levels	☒	☐
Proactive team member, able to encourage and support others	☒	☐
Analytical and problem-solving capability, able to apply appropriate levels of initiative and judgement	☒	☐
Keen attention to detail and accuracy	☒	☐
Ability to work under pressure to deadlines and targets	☒	☐
Strong IT skills	☒	☐
Enthusiastic with an appetite to contribute to the success of the team and support colleagues	☒	☐