

**JOB DESCRIPTION**

Name	
Job Title	Research Librarian, Business
Job Grade	
Department	SMU Libraries
Reports To (Job Title)	Head, Learning and Information Services

SUMMARY

Research Librarians work within teams of discipline-based information professionals who support students, faculty and researchers through information literacy programs, research support, collection management, advocacy and outreach programmes and School liaison. They work to ensure that teaching, learning and research are enhanced through skilled and ethical use of library services and resources.

The primary focus of this position is to be the liaison for faculty, researchers and students from the Lee Kong Chian School of Business (LKCSB) and related programmes to support their research, teaching and learning needs.

He/she is expected to support research, teaching & learning, and engagement at Singapore Management University through the delivery of a range of library services designed to maximize the benefits of relevant scholarly information resources and services.

The position holder is expected to lead and/or serve as a member of taskforces, project teams or committees.

SCOPE

The position holder will be required to support the research, teaching & learning needs, as well as actively collaborate and engage the faculty, staff and students from the Lee Kong Chian School of Business (LKCSB).

The incumbent is responsible for being the first point of contact for all enquiries for the Lee Kong Chian School of Business (LKCSB) and affiliated areas and to liaise with the faculty, program staff and the students to ensure effective and pro-active two-way communication. The successful appointee will engage with faculty, students and staff by providing expert assistance in identifying and locating information through consultations, developing and maintaining communication channels to contribute to their research productivity and teaching and learning success. He/she will provide subject expertise in acquiring, discovering and accessing relevant scholarly information resources as well as designing and delivering a variety of information literacy programmes. The incumbent is expected to work across departments to develop and manage library's collections (both e- and print resources) to support the teaching, learning and research needs of the SMU community, in particular the faculty and students of the Lee Kong Chian School of Business (LKCSB).

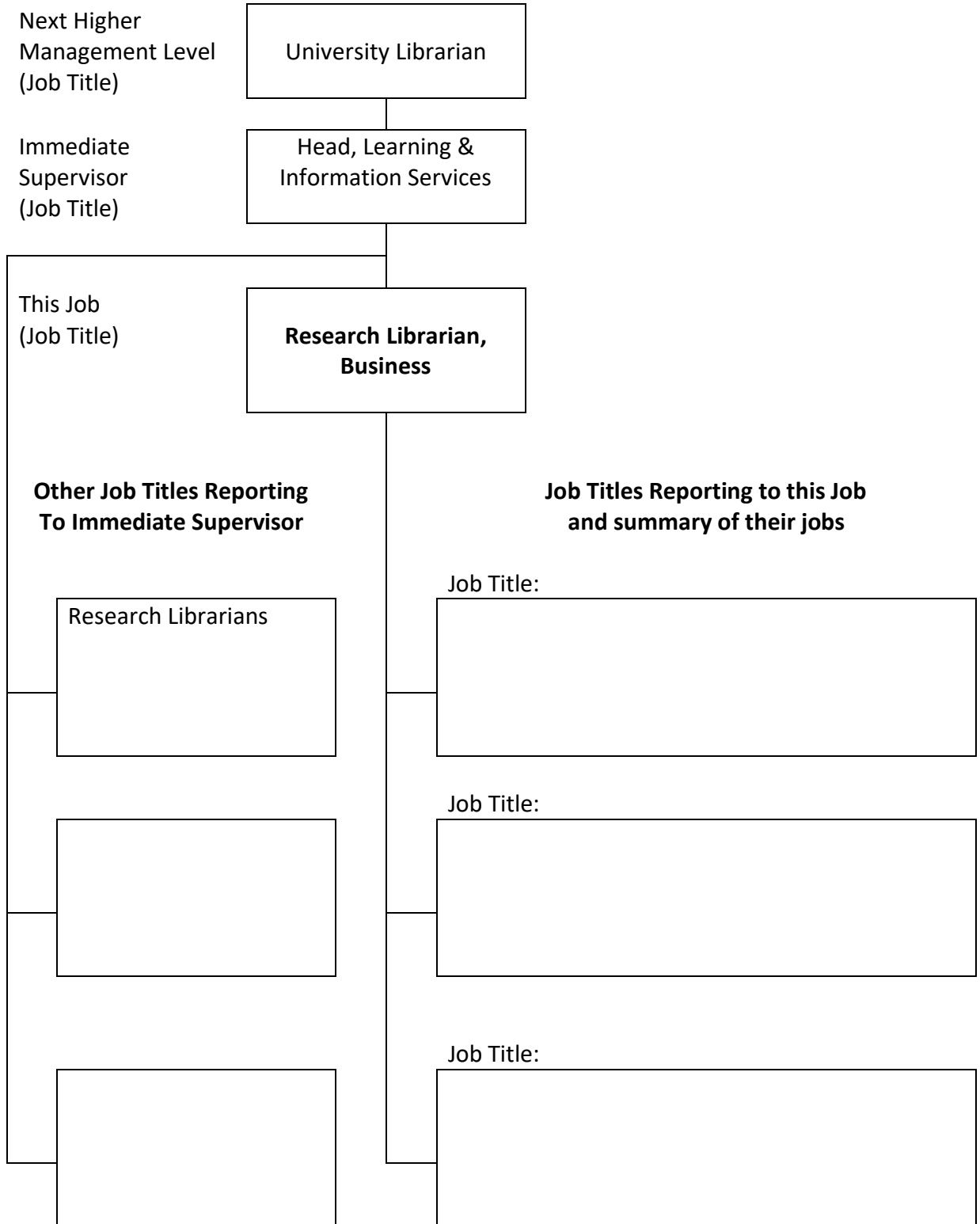
The position holder is expected to have good knowledge, experience and understanding of the academic environment – in particular the business discipline, teaching, learning and research and be an effective communicator.

PRINCIPAL ACCOUNTABILITIES

1. Develop effective partnerships with academics, researchers, postgraduate/undergraduate students and program staff of the Lee Kong Chian School of Business (LKCSB), library colleagues and professional staff to deliver effective library services and initiatives
2. Develop, communicate and promote library services for the LKCSB, including library's resources, services, and expertise by seeking new opportunities and by building on existing offerings for engagement with faculty and students.
3. Create, conduct and coordinate learning programs in collaboration with faculty to enhance students' information literacy skills.
4. As a member of the Learning and Information Services, develop, manage, and review new and existing programs and services for the SMU community.
5. Work across departments to develop and manage the Library's print and electronic collections to support research.
6. Work with key units within the library to integrate research output and research data of Schools, Institutes and Centres into SMU's Institutional Repository (InK).
7. Evaluate and assess products and services for targeted user groups, in particular the LKCSB.
8. Lead and/or participate in library wide initiatives and projects by collaborating with colleagues.
9. Participate in professional library activities, write articles and keep abreast of library and educational trends and developments.
10. Attend School and university-wide events and programmes to network and promote the library.

ORGANISATION CHART

Please state all others reporting to the immediate Supervisor of this job. Please also state the direct reports of this job and the summary of these jobs.



CRITICAL SKILLS AND JOB COMPLEXITY**Knowledge and Skills**

Describe the knowledge and skills necessary to perform this job.

1. Master degree in Library and Information Science from a recognized university.
2. Undergraduate degree or diploma in business or related subject area is preferred.
3. Knowledgeable about specialized business resources such as Bloomberg, CapitalIQ and multidisciplinary academic databases.
4. Understanding of research issues, such as open access, publishing and research impact in the higher education sector, especially as relevant to business education.
5. Proven ability to continuously improve services and processes, particularly through use of current and emerging technologies.
6. Proven ability to design, deliver and evaluate information literacy training programmes relevant to individuals and groups at different levels.
7. Proven ability to initiate and build collaborative relationships with stakeholders, particularly faculty and students.
8. Strong customer service orientation.
9. Demonstrated excellent communication (oral and written skills).
10. Ability to be flexible and adaptable and contribute to a diverse team of staff in a dynamic environment.
11. Personal strengths should include critical thinking, interest in innovation, and flexibility with ability to work in a team with minimum supervision.

Contact

Describe the purpose and nature of the main internal and external contacts (other than with the immediate Supervisor and Subordinates) necessary to perform this job.

- (a) Internal contacts:
SMU students, faculty and staff to design and meet their information needs and inform them of library programs, services and resources.
- (b) External contacts:
External members of library (e.g. alumni) to meet their information needs.
External members of the library community to provide a presence for SMU and for networking and benchmarking opportunities.

Decision Making

Describe the type of decisions made alone, those on which the Supervisor must be consulted, those referred to a higher level, and job procedures to be followed.

Decisions made on his/her own:

- Answering research/information enquiries
- Collection purchases/renewals as per the library policy
- Developing and coordinating learning and information services

Those which supervisors must be consulted:

- Changes in workflow processes
- Setting up new initiatives/projects

Those referred to higher authority:

- Licenses and contracts
- Changes to policies

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Problem Solving

Describe the most difficult and complex parts of this job and other significant features not covered elsewhere.

- Positioning SMU Libraries as a strategic partner amongst Schools and other similar departments on campus.
- Able to uphold library policies and articulate them in challenging situations to protect the interests of the University.
- Facing challenging customers and handling different requests with discretion and sensitivity and exercise judgment within a strong user focused environment.
- Ability to be flexible and handle changing work processes, priorities and policies.

GENERAL

Describe anything else of significance about this job or the environment in which this job functions, which is not covered in this description.

Candidate must be creative, adaptive and curious in wanting to learn and grow within the SMU Community. Balancing the demands of a fast-changing University community especially the research and teaching needs of individual faculty and the learning and information needs of students.

Candidate must be a self-starter, energetic, willing to take risks, and interested in issues facing libraries and higher education.

Signature of Job Holder		Date	
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For Official Use:

Approved by HR	
Date	
Approved by HOD	
Date	