



Job description and selection criteria

Job title	User Experience Librarian
Division	Gardens, Libraries and Museums (GLAM)
Department	Bodleian Libraries
Location	Clarendon Building, Broad Street, Oxford, OX1 3AZ The role is office based, with the option to work occasionally from home.
Grade and salary	Grade 7: £38,674 - £46,913 per annum, pro-rata
Hours	Part time (0.4 FTE, 15 hours, 2 days per week: Tuesday and Friday)
Contract type	Fixed-term for 21 months until 3 December 2026
Reporting to	Dr Frankie Wilson, Head of Assessment
Vacancy reference	177311
Additional information	<p>THIS POST COULD BE CONSIDERED AS A SECONDMENT OPPORTUNITY</p> <p>Please discuss secondments with your line manager in the first instance, as you must have their agreement that you can be released for a secondment before you submit an application. For more information please go to: https://hr.admin.ox.ac.uk/secondments</p> <p>You must submit a CV and a supporting statement with your application for the role. In your supporting statement, please use each of the selection criteria as a heading and describe, using examples, how you meet this criterion. If you do not meet the whole criteria, please describe the parts you do meet (with an example illustrating this). See the 'How to Apply' section for further details.</p> <p>Please contact the recruitment team if you require the job description in an alternative format.</p>
Closing date	12.00 midday Tuesday 21 January 2025

Job description

The User Experience Librarian is instrumental in creating a welcoming and engaging library environment that meets the needs of our diverse user community.

The Bodleian Libraries' ambitious new 5-year strategy aims to transform existing library services (many of which will be enhanced and expanded) as well as create substantial numbers of new digital objects. Underpinning this change process will be the implementation of new operational approaches to ways of working, including an increased use of evidence-based decision-making.

The guiding principles for the Strategy are:

1. We will listen to our readers and focus on their experience of using the library service.
2. We will foster and value inclusion and diversity in everything we do.
3. We will actively lead and engage with change, and be curious and agile learners.
4. We will be clear and constructive communicators.
5. We will play a full and active part in the collegiate University, especially as part of GLAM (Gardens, Libraries and Museums).

Reporting to the Head of the Assessment, the User Experience Librarian role plays a critical role in embedding the first of these guiding principles throughout strategic projects and improving the user experience of the Bodleian Libraries by designing, undertaking, analysing and reporting research into the experience of our users.

The User Experience Librarian role is filled by 2 post-holders: 0.6FTE existing postholder and this 0.4FTE postholder. These postholders work collaboratively and co-operatively to deliver the responsibilities of the role.

The User Experience Librarian role is directly responsible for a number of projects under Strategic Plan item 1.2: *Transforming Our Services: Collaborate with Oxford's students, researchers and academic staff to improve their library experience, and partner with Oxford's diverse graduate community to design library services to support their specific needs*. Two projects are currently included in the Implementation Plan:

- Partner with taught postgraduate students and disabled students to co-design library services to support their specific needs.
- Embed user experience approaches throughout the libraries, supporting staff with training and expertise in using evidence-based methods within their work.

Working alongside colleagues in the Assessment Team, the User Experience Librarian role will also undertake user experience research in support of other Strategic projects, for example

- User testing of developments to existing resource discovery tools to ensure they meet user needs, e.g. ORLO, Digital Bodleian, ORA4, MARCO.
- User testing of new resource discovery tools as part of their development, e.g. delivery mechanisms for new forms of digital content; discovery and access solutions for born-digital collections.
- Understand barriers to our services for those who do not feel included, and evaluate impact of current activities undertaken in support of those with protected characteristics.
- Research into user needs from new library services, e.g. new students during academic transition; digital skills of readers; expanding borrowing.
- Support colleagues to undertake local UX research into improving the comfort of physical library spaces.

The User Experience Librarian will be required to use a variety of appropriate methods and approaches, including interviews, focus groups, surveys, observation, diary studies, prototyping.

Liaison

The postholder works closely with:

- Bodleian Office for Strategy & Delivery and Bodleian Libraries Executive.
- Bodleian Academic Library Services Senior Management Team.
- Student Experience Group, making a significant contribution to its work.
- Service owners, project owners, and developers for resource discover tools.
- Others within the University working on student experience, e.g. Centre for Teaching & Learning; Student Experience Committee; Committee of College Librarians
- Oxford Student Union sabbatical officers and staff.

Responsibilities

- Collaboratively work with a wide variety of colleagues across the Bodleian Libraries, GLAM Division, the University of Oxford, and partners, to understand the experiences of users and non-users of library services; to centre the user voice in Bodleian Libraries strategic projects; and to identify user needs for library provision and services.
- Conduct usability testing, user experience research, and assessment of library services and tools to inform strategic projects and continuous improvement.
- Create appropriate communications and presentations of the user experience to inform service and systems design, decision-making, and strategic planning.
- Support the evaluation of the Bodleian Libraries' Strategy in terms of user benefits.
- Contribute to user experience guidelines for the Libraries' physical and digital spaces and services.
- As a member of the Assessment Team, foster a culture of assessment and evidence-based decision-making.
- Provide training for Bodleian Libraries staff on user experience principles, techniques and methodologies, including creating and maintaining training materials.
- Keep up-to-date with emerging trends, best practices and innovations related to user experience research in libraries.
- Contribute to the Library Assessment and User Experience community through presentations, publications and serving on committees.

Other duties

- Undertake any necessary training identified.
- Comply with health and safety and information security regulations.
- Comply with the policies and procedures set out in the Handbook for University Academic Related Staff.
- Participate in a regular Annual Review.
- Any other duties that may be required from time to time commensurate with the grade of the job.

The Bodleian Libraries reserve the right to make reasonable amendments to the job description in consultation with the post-holder at any time.

Assessment Team

Core to the Bodleian Libraries' mission is a commitment to curate, collect and unlock the world's information in support of the present and future learning, research and innovation needs of the University of Oxford and the national and international scholarly community. In order to achieve this mission, it is critical for the Bodleian Libraries to develop and maintain an understanding of the needs of its users and potential users, and to evaluate and communicate its effectiveness in meeting these needs.

The Assessment team supports and enables staff across the Bodleian Libraries to measure, evaluate, and communicate the effectiveness and impact of library collections, services, technology, facilities and strategy in meeting user needs. Responsibility for creating and fostering a culture of evidence-based decision-making throughout the Libraries also sits with the Assessment team.

The Assessment team plans, designs, develops, facilitates and implements library assessment initiatives to evaluate the effectiveness and impact of the Libraries and to inform user-focussed service design. All sources of evidence are utilised as appropriate, including data specific to the Bodleian Libraries (quantitative, qualitative, usability testing, and user experience), published research, and unpublished data from comparator institutions.

The Assessment team works collaboratively with staff throughout Academic Library Services, Scholarly Resources, Administration & Finance, and Office for Strategy & Delivery to support evidence-based decision-making across all areas for operational, managerial and strategic purposes, and evidence-based communication for reporting, accountability and advocacy purposes.

For more information please visit: www.bodleian.ox.ac.uk/about/libraries/performance

Selection criteria

Essential selection criteria

1. Expertise and experience undertaking qualitative research, including qualitative data analysis following grounded theory methods, or similar (such as history research methods).
2. Strong knowledge of user experience principles, techniques, and methodologies, and experience applying them. Experience with usability testing, user research and assessment methodologies.
3. Strong customer service ethos and proven commitment to service development with a positive attitude to change.
4. Excellent communication and collaboration skills, with the ability to connect, build trust, and work effectively with diverse stakeholders and user groups.
5. Ability to identify opportunities for improvement and advocate for change.
6. Demonstrated ability to manage multiple projects, prioritise tasks and meet deadlines.
7. An undergraduate degree and a higher degree in librarianship or information management or psychology or anthropology or a social science subject (or equivalent experience).

Desirable selection criteria

1. Experience working in a library or related setting, with a focus on user experience or customer service.
2. Experience of ethnographic data gathering techniques.
3. Familiarity with research data management best practices and ethical issues.
4. Understanding of, and interest in, the Higher Education sector.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.



Radcliffe Camera in Radcliffe Square

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation

Gardens, Libraries and Museums (GLAM)

The Gardens, Libraries and Museums (GLAM) group includes the providers of the major academic services to the divisions, and also departments with responsibilities including, but extending beyond, the immediate teaching and research needs of the University. The collections embodied within these departments are an essential part of the University's wider nature and mission. They are part of its heritage as the country's oldest University and now form a resource of national and international importance for teaching, research and cultural life; they also make a major contribution to the University's outreach and access missions.

For more information please visit: <https://www.glam.ox.ac.uk/home>

The Bodleian Libraries

The Bodleian Libraries at the University of Oxford is the largest university library system in the United Kingdom. It includes the principal University library – the Bodleian Library – which has been a legal deposit library for 400 years; as well as 27 libraries across Oxford including major research libraries and faculty, department and institute libraries.

Together, the Libraries hold more than 13 million printed items, over 80,000 e-journals and outstanding special collections including rare books and manuscripts, classical papyri, maps, music, art and printed ephemera. Members of the public can explore the collections via the Bodleian's online image portal at digital.bodleian.ox.ac.uk or by visiting the exhibition galleries in the Bodleian's Weston Library.

For more information please visit: <http://www.bodleian.ox.ac.uk/>

How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Please note that if you do not upload a completed supporting statement and a CV, we will be unable to consider your application for this role.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

References

Please give the details of two people who have agreed to provide a reference for you. If you have previously been employed, your referees should be people who have managed you for a considerable period, and at least one of them should be your formal line manager in your most recent job. Otherwise they may be people who have supervised you in a recent college, school, or voluntary experience. It is helpful if you can tell us briefly how each referee knows you (e.g. 'line manager', 'college tutor'). Your referees should not be related to you.

Your referees will be asked to comment on your suitability for the post and to provide details of the dates of your employment; and of any disciplinary processes which are still considered 'live'. We will only take up references at offer stage.

If you currently work for the University please note that:

- As part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving
- Although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full-time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly on recruitment@glam.ox.ac.uk

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Relocation

At the moment, the Bodleian Libraries is not offering relocation expenses to this post.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at grade RSIV/D35 and clinical equivalents E62 and E82, which with effect from 1 October 2023 will be 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

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Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>
There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector (see <https://hr.web.ox.ac.uk/family-leave>). Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high-quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>.

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>