**DOCUMENT DELIVERY COORDINATOR**

<table>
<thead>
<tr>
<th>DEPARTMENT/UNIT</th>
<th>Document Delivery Services</th>
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<tr>
<td>FACULTY/DIVISION</td>
<td>Monash University Library</td>
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<tr>
<td>CLASSIFICATION</td>
<td>HEW Level 5</td>
</tr>
<tr>
<td>WORK LOCATION</td>
<td>Clayton campus</td>
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**ORGANISATIONAL CONTEXT**

There’s a certain feeling you get from working at Monash University. It’s the feeling that you’re a part of something special. Something significant. And that’s because you’re not just starting your career, or taking on a bigger challenge. You’re making a real contribution – surrounded by energetic, inspiring people who are driven to make a difference as well. Monash is a place where you’ll be able to develop your career in exciting, sometimes unexpected ways – putting you in the best possible position for a rewarding future. Discover more at [www.monash.edu](http://www.monash.edu).

**Monash University Library** is one of Australia’s leading academic libraries with a long-standing reputation for a comprehensive collection, technological innovation and professional excellence. We strengthen the University by providing outstanding scholarly resources and study facilities and through leadership in research skills development, scholarly communication and use of technology. For more on the work we do, please visit our [website](http://www.monash.edu).

**Document Delivery Services** is located on the Clayton campus, where all requests for interlibrary loans and document delivery are processed. Document Delivery staff also work closely with branch staff across the Library who are responsible for the retrieval and delivery of items.

**POSITION PURPOSE**

The Document Delivery Coordinator is responsible for supervising a team of staff who process document delivery requests from Monash users and libraries. This position collaborates with the Document Delivery Librarian in development of policies and procedures for the unit.

The Document Delivery Coordinator processes the more complex document delivery requests, and liaises directly with researchers, suppliers, international vendors, and librarians. This position ensures the highest level of customer service is provided to library patrons; develops and implements policies and assists in documentation of work area procedures.

**Reporting Line:** The position reports to Document Delivery Librarian under general supervision

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budget Responsibilities:** Not applicable
KEY RESPONSIBILITIES

1. Coordinate the work of the Document Delivery service and interlibrary loans in a large library system and oversee work processes and equipment within the Document Delivery team.

2. Actively participate in, develop and implement continuous improvement of Document Delivery within Monash and activities relating to library practices, team activities and customer service excellence.

3. Support the achievement of library strategic goals by developing professional expertise in various areas within information resources and the wider library and contributing to the broader success of the team.

4. Plan, implement and manage a range of complex activities to enable access to library resources, services and programs including: analysing, diagnosing and resolving problems relating to access, testing, implementing and documenting new functionalities; identifying, assessing and promoting content and materials; maintaining electronic subscriptions, metadata and bibliographic records management and producing reports in accordance with agreed standards and timeframes.

5. Deliver high-level and effective service to clients and stakeholders, including prompt issues resolution and support in identifying, accessing and using resources at library service points.

6. Provide recommendations for collection materials and monitor new developments in information services, resources and programs and advise on their applicability to the University.

7. Provide sound and timely specialist advice, support and train library staff in new processes and procedures and assist clients and stakeholders in complying with library rules and regulations and identifying, accessing and using resources.

8. Contribute to and maintain information research and learning skills resources, including delivering research skills and other learning programs.

9. Build and sustain effective working relationships with a network of colleagues, clients and other stakeholders to support and facilitate efficient service delivery.

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   - A tertiary qualification in a relevant field (e.g. librarianship or information management); or
   - completion of an advanced diploma with subsequent relevant work experience; or
   - an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Highly developed communication skills, including the ability to effectively liaise and negotiate with a range of clients including staff, students and external parties.

3. Sound organisational and time management skills, including the ability to set priorities and perform well under pressure within a complex and changing environment.

4. Proven analytical and problem-solving skills.

5. Sound understanding of the information resource environment including acquisition, resource description methods and tools.

6. Capacity to provide information services, resources and programs, including preparation and delivery of information research skills programs and e-learning resources.

7. Well-developed information technology and computer application skills including demonstrated ability to create new resources using a variety of applications.
8. Capacity to work effectively with limited supervision or as part of a team to contribute to library goals
9. Demonstrated capacity to manage staff and lead a small team

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.