POSITION DESCRIPTION

Position Title: Patron Management Assistant (ISRS)
Organisation Unit: Information Systems and Resource Services (UQ Library)
Position Number: 1261126
Type of Employment: Full time / Fixed term
Classification: HEW Level 3

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world's top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience –the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim going forward.

Organisational Environment

The Library is integral to learning, discovery and engagement at The University of Queensland. We provide access to quality scholarly information resources and quality client focused services and spaces to support teaching and research at The University of Queensland. We partner with the UQ and wider community to provide pathways to enrich learning and research.”

The Library’s collection is one of the largest academic collections in Australia and by far the largest in Queensland. The collection encompasses more than 2.5 million volumes, a burgeoning online collection of approximately 75,000 distinct journal titles in electronic and/or print format, over 500,000 electronic books and over 1,000 networked databases, as well as manuscripts, microform and pictorial collections.

Information Systems and Resources Services manages and enables access to the Library’s collection in all its formats, plays a critical role in understanding and improving the user experience, provides services that deliver the collection to clients, and develops and supports the technology that provides the online services.

Information about the University of Queensland Library including its Profile and Strategic Plan is available at www.library.uq.edu.au

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

To provide a range of support services to Library clients and staff.

Duties

This is a generic position description. Depending on the location, duties and responsibilities may include but are not limited to:

- Scan documents, process images, produce output files, enter files and upload to various systems
- Lend and discharge library materials
- Answer basic client enquiries
- Assist with the processing of learning resources and orders
- Maintain library materials in good physical order and withdraw materials from the collection as required
• Assist with the preparation of library materials for transfer between collections
• Record basic statistics
• Assist in the processing of orders for new library materials and their receipt
• Search a range of databases and other sources to obtain bibliographic and location data
• Assist in the processing of inter library and intra-library loans
• Assist in the creation, editing/maintenance of system records
• Process library materials
• Retrieve, sort and shelve library materials
• Open, package and send mail items
• Reconcile timesheets and process summary of absences
• Project work as required.

Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
• the University’s Code of Conduct
• requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
• the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
• requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University
• Other duties as required commensurate with HEW levels 2-3.

Organisational Relationships
This position reports to a Senior Library Assistant, Senior Library Technician, Librarian, or Manager, depending on location.
SELECTION CRITERIA

Essential

- Year 12 and relevant work experience, or an equivalent combination of relevant experience and/or education/training. Progress towards a Diploma of Library and Information Services (Library Technician) or Diploma of Information Technology is highly desirable
- Awareness of library operations and knowledge of library systems
- Well developed IT skills (e.g. Microsoft Office Suite, Internet searching techniques)
- Photo-editing software (Adobe Acrobat Professional) and knowledge of, or the ability to quickly acquire knowledge of, UQ online systems
- Knowledge of, or the ability to quickly acquire knowledge of, metadata and publication categories
- Proficient data entry skills, and the ability to follow policies and procedures.
- Good communication skills - oral and written
- Good self-organisational skills, accuracy and attention to detail
- Demonstrated customer service and good interpersonal skill
- Ability to work as part of a team
- Ability to work in a busy client focused environment
- Flexibility and adaptability with a willingness to learn new skills
- Ability to work in a changing environment

Please note:

- The University of Queensland Library reserves the right to transfer staff to any of its services.
- Evening and weekend work may/will be required.

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples.