POSITION DESCRIPTION

Position Title: Senior Assistant, Resource Management

Organisation Unit: Information Systems and Resource Services
The University of Queensland Library

Position Number: 3028342

Type of Employment: Full Time / Continuing

Classification: Hew Level 4

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 (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), 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 our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

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 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 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://university.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus 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.

Information Systems and Resource 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-ug

DUTY STATEMENT

Primary Purpose of Position

To work with a small team to provide a range of Library support services.

Duties

Duties and responsibilities include, but are not limited to:

- Supervise and coordinate the work of a small team
- Provide information and advice on UQ Library lending policy and procedures, and resolve circulation issues
- Train Library staff in related duties
- Answer a range of client enquiries, including information on Library policies
- Liaise with clients on activities of the Library
- Assist in the development, publication and maintenance of Library documentation
- Assist in the preparation of correspondence to Library clients
- Search a range of databases and other sources to obtain bibliographic and location data
- Process orders and invoices, accession new material and investigate anomalies in supply
- Process inter library and intra library loans
- Process reading lists and learning resources
- Assist in providing access to electronic resources and investigate related anomalies
- Assist in the creation and maintenance of system records, including metadata
- Assist in the preparation of library material for transfer between collections
- Assist with print subscription management
- Maintain Library collections
- Liaise with stakeholders, including, external vendors, and UQ Finance and Business Services, Student Services, SI-net, Aurion etc.
- Retrieve, sort and shelve library materials
- Open, package and send mail items
- Project work as required
- Prepare basic statistical reports
- Process bookings for multimedia materials.

**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 of 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

**Applicants should note that this work involves manual handling tasks including moving books, journals and boxes as required and pushing and pulling loaded trolleys. It is repetitive in nature and involves lifting, reaching and squatting movements as well as long periods of standing and walking.**

**Organisational Relationships**
The position reports to the Resource Management Coordinator.
SELECTION CRITERIA

Essential

- Diploma of Library and Information Services (Library Technician or equivalent) and relevant work experience or an equivalent combination of relevant experience and education/training
- Excellent organisational, communication and teamwork skills
- Ability to supervise other staff and/or co-ordinate workflows
- Ability to provide an information service to library clients
- Knowledge of library systems or comparable information technology / knowledge of, or ability to quickly acquire knowledge of, specialised software including multimedia software
- Knowledge of, or the ability to quickly acquire knowledge of, The University of Queensland Library lending policies and procedures and/or the tools required to access/acquire and process Library materials and construct and maintain database and other system records
- Demonstrated client service skills and a commitment to providing a quality service
- Ability to work in a busy client focused environment
- Ability to work with minimal supervision
- Flexibility and adaptability, with a willingness to learn new skills

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.