POSITION DESCRIPTION

Position Title: Librarian, Client Services
Organisation Unit: Learning and Research Services
The University of Queensland Library
Position Number: New
Type of Employment: Continuing / Part time
Classification: Hew Level 5/6

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 (65). 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://uniquest.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.

The University of Queensland Library

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 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

This position will work individually and as part of multiple teams to enhance UQ’s education and research goals, and to mentor and develop library staff capability. The primary purpose of this position is to:

- provide proactive, discipline-based scholarly information and communication services by liaising with clients in designated Faculties, Schools and Institutes to ensure that the Library is responsive to and contributes to UQ’s learning, discovery and engagement goals

- contribute to a client focused service environment by implementing the Library Operational Plan, aligned with the Library strategic plan and objectives;

- deliver a broad range of high quality discipline-based library information services to enrich teaching, learning and research for designated Faculties across all campuses where program delivery occurs;
Duties

Duties and responsibilities include, but are not limited to:

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| - Provide common discipline specific proactive scholarly information services, including:  
  o library and information services for clients,  
  o review and analysis of publishing trends and research impact reporting,  
  o review of emergent scholarly information resources, tools and services.  
- Assist in the development of strong and effective partnerships with UQ academic staff and students to maximise the value of library expertise and service in enhancing UQ's teaching and learning.  
- Engage with academic staff and researchers to develop an understanding of their research, scholarship and teaching to ensure effective promotion of Library services.  
- Deliver and evaluate information literacy programs as part of a cross-campus team in a flexible learning environment, under the direction of the Manager of Information Literacy.  
- Assist in the development of the Library's collections in collaboration with academics, researchers and other Library staff in context of the Library's Collection Development Policy to enhance the teaching, learning and research objectives of The University.  
- Contribute to the provision of high quality services to all clients across the Library.  
- Contribute, document and maintain accurate records, statistics and data entries in Library Client Relationship Management.  
| - Provide complex discipline specific proactive scholarly information services, including:  
  o library and information services for clients,  
  o review and analysis of publishing trends and research impact reporting,  
  o review of emergent scholarly information resources, tools and services.  
- Develop and maintain strong and effective partnerships with UQ academic staff and students to maximise the value of library expertise and service in enhancing UQ's teaching and learning.  
- Engage with academic staff and researchers to maintain a strong understanding of their research, scholarship and teaching to ensure effective promotion of Library services.  
- Design, deliver and evaluate information literacy programs as part of a cross-campus team in a flexible learning environment, under the direction of the Manager of Information Literacy.  
- Develop the Library's collections in collaboration with academics, researchers and other Library staff in context of the Library's Collection Development Policy to enhance the teaching, learning and research objectives of The University.  
- Contribute to the provision of high quality services to all clients across the Library.  
- Contribute, document and maintain accurate records, statistics and data entries in Library Client Relationship Management.  
|
Management systems.

- Support individual researchers and research teams by providing advice related to research data management and sharing issues.
- Support individual researchers and research teams by providing bibliometrics to support grant applications.
- Assist in training of staff working on information service points.
- Develop, publish and maintain library documentation including online content.
- Participate in University Committees and Library projects as required.
- May supervise the work of other library staff in designated areas.

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- Support individual researchers and research teams by providing bibliometrics to support grant applications.
- Assist in mentoring and training of staff working on information service points.
- Develop, publish and maintain library documentation including online content.
- Co-ordinate and participate in University Committees and Library projects as required.
- May mentor and/or supervise the work of other library staff in designated areas.

**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

**Organisational Relationships**

The position reports to the Senior Librarian.
## SELECTION CRITERIA

### Qualifications

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<td>• Relevant qualifications which qualify for associate membership of the Australian Library and Information Association.</td>
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<td>• Experience in an academic, special or research library.</td>
<td>• Professional experience in the information services area of an academic, special or research library.</td>
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<td>• Awareness of current trends in research, learning and teaching within an academic institution.</td>
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<td>• Knowledge of information resources, services and publishing trends in academic libraries.</td>
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<td>• Ability to use of current tools and technologies for the delivery of information services.</td>
<td>• Highly developed skills in the use of current tools and technologies for the delivery of information services.</td>
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<td>• Ability to provide information assistance and information literacy programs through a variety of flexible delivery options.</td>
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<td>• Understanding of research output and metrics, including citation patterns.</td>
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<td>• Knowledge of and/or experience in using a variety of computer applications for the development of learning materials including web pages.</td>
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<td>• Good communication, liaison interpersonal, customer service and teamwork skills.</td>
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- Ability to work flexibly, independently and collaboratively in a busy, client-focused and changing environment to respond to priorities and meet deadlines.

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An awareness of and a commitment to furthering the mission of The University of Queensland [http://www.library.uq.edu.au/about/](http://www.library.uq.edu.au/about/)

Please note: The University of Queensland Library reserves the right to transfer staff to any of its services.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University's Diversity and Inclusion webpage ([http://www.uq.edu.au/equity](http://www.uq.edu.au/equity)) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.