POSITION DESCRIPTION

Position Title: Discovery and Access Coordinator
Organisation Unit: Information Systems and Resource Services
The University of Queensland Library
Position Number: 3032872
Type of Employment: Full time, Continuing
Classification: Hew Level 7

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+

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.

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

DUTY STATEMENT

Primary Purpose of Position

Coordinate the ongoing development of the discovery layer of the Library Services Platform,
including advising on configuration options and coordinating communication with clients and
stakeholders.

Duties

Duties and responsibilities include, but are not limited to:

- Evaluate and provide advice on system configuration options against access and
discovery requirements
- Evaluate and provide advice on the impact of data structures and content on
access and discovery requirements
- Undertake system configuration and coordinate system development work
undertaken by the Library related to access and discovery
- Manage and contribute to projects related to the discovery layer, including
coordination of change management and communication and training for clients
and Library staff
• Resolve complex problems including those related to the interaction of the system configuration and data structures, liaise with the vendor when necessary and manage vendor support requests

• Provide advice to work areas to assist them to rethink, adapt and optimise workflows to fully utilise the Library Services Platform and its continuous development cycle

• Foster the understanding of Library staff of the Library Services Platform and the impact their work has on discovery, and promote the sharing of ideas to improve the user experience of the discovery layer

• Contribute to the strategic development of the Library Services Platform in collaboration with the vendor(s) and represent the Library at local, national and international levels

• Any other duties as reasonably directed by your supervisor

Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

• 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

Organisational Relationships

The position reports to the Associate Director, Library Technology

SELECTION CRITERIA

• A relevant degree with subsequent relevant experience, or an equivalent combination of relevant experience and/or education/training

• Sound knowledge and understanding of the discovery needs of clients

• Knowledge of data structures and content in library systems including cataloguing metadata, patron data, and collection organisation

• Ability to understand and interpret system documentation

• Excellent organisational and documentation skills

• Excellent interpersonal skills including the ability to liaise, foster discussion, and promote consensus

• Excellent communication skills, particularly to advise, train and promote change to Library staff, clients and other stakeholders

• Demonstrated positive contributions to change in an organisation
• Ability to work flexibly, independently, and collaboratively to respond to priorities and meet deadlines
• Ability to effectively resolve complex problems

The University of Queensland values diversity and inclusion.

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