POSITION DESCRIPTION

Position Title: Resource Delivery Assistant

Organisation Unit: Information Systems and Resource Services

Position Number: 3028354

Type of Employment: Part Time (27.25 hpw) / Continuing

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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 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.

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 University of Queensland Library has one of the largest collections amongst Australian academic libraries and is by far the largest in Queensland. The collection includes access to 2.4 million book titles (electronic and print) and 148,000 journal titles (electronic and print). Our institutional repository, UQ eSpace, houses over 330,000 items authored or co-authored by UQ affiliated researchers, including more than 196,000 journal articles, 61,000 conference papers, and 19,000 theses

Information about the Library may be accessed on the Library’s web site at http://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
- 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
- Search a range of databases and other sources to obtain bibliographic and location data
- Assist in the processing of interlibrary and intralibrary 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
- 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 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**
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, Adobe Acrobat Professional) and knowledge of, or the ability to quickly acquire knowledge of, UQ online systems
• 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 skills
• 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
• Ability to work collaboratively in order to fulfill The University of Queensland’s mission, vision and values http://www.uq.edu.au/about/mission-statement
• An awareness of and a commitment to furthering the mission of The University of Queensland Library 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) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to the Human Resources Advisor (central-hr-advisory@uq.edu.au).