POSITION DESCRIPTION

Position Title: Senior Librarian (Information Assistance)
Organisation Unit: Learning & Research Services (UQ Library)
Position Number: 1262341
Type of Employment: Continuing / Full Time
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 (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://uniqest.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

Take a leadership role within Client Services (CS) and be responsible for coordinating information services at face-to-face and virtual service points across multiple locations. Participate as a member of the Service’s group of senior staff in implementing the Library’s Mission and Operational Plan.

Duties

Duties and responsibilities include, but are not limited to:

- Coordinate the provision of an effective face-to-face and virtual information service to staff and students.
- Participate in the overall analysis, planning and management of the Service including development and implementation of action plans.
- Supervise staff and coordinate a range of activities within the Service to ensure effective service delivery across multiple locations.
- Coach and develop staff to build a high performing team.
- Monitor the information needs of clients to meet their needs in a proactive and responsive manner.
• In consultation with the Manager, Information Assistance, develop service KPIs and ensure that these are met when answering specific enquiries
• Develop and maintain scripted responses to commonly asked questions to enable effective virtual service delivery
• Ensure effective communication, liaison and negotiation with Library staff and clients, concerning resources and services.
• Coordinate and participate in library-wide projects.
• Represent the Library and The University as required.
• Deputise for the Manager, Information Assistance.

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 Manager, Information Assistance.

SELECTION CRITERIA

Essential
• Relevant degree and postgraduate qualification which qualifies for Associate (Librarian) membership of the Australian Library and Information Association.
• Knowledge of current virtual communication tools and other resources.
• Knowledge of issues and technological developments in the library and social communication fields.
• Substantial professional experience in libraries, including management experience and expertise.
• Demonstrated capacity to provide leadership in a customer focused and dynamic service.
• Excellent problem-solving and analytical skills to develop effective solutions.
• Ability to supervise, coach and develop the capacity of a diverse team.
• Demonstrated leadership in the provision of information service for teaching and learning, and research support.
• Ability to understand and respond to priorities and trends in the Library and University environments.

• Highly developed negotiation, communication, advocacy, presentation and interpersonal communication skills.

• Ability to build and maintain effective working relationships with stakeholders.

• Ability to understand and respond to priorities and trends in the Library and University environments.

• Ability to organise and prioritise own workloads, work independently and as part of a team to meet deadlines

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 contact person listed in the job advertisement.