Position Description

Title: Library Services Coordinator
HEW Level: 7

Faculty/Office: Library
Position Number: 28203

Department/Team: Information Access & Advisory Services
Date: 15 April 2019

Position Purpose: To manage staff on service shifts and coordinate service support activities.

ORGANISATIONAL CONTEXT

The University Library provides high quality, client centered services, information resources and learning spaces that support world-class research and research enhanced teaching. The Library contributes to the development of graduate capabilities, research capacity, teaching excellence and community engagement in partnership with academics and other University service providers.

The Information Access and Advisory Services Department is responsible for the provision of information and research services, information skills development as well as access to the collection for the Library clients.

ORGANISATION CHART

[Diagram of organisational chart showing the hierarchy from Associate University Librarian to Library Services Coordinator and other roles such as Library Services Officer, Library Services Assistant, Library Shelves, Services Librarian, Library Discipline Group Leader, Research Librarian, and Services Librarian]
<table>
<thead>
<tr>
<th><strong>KEY ACCOUNTABILITIES</strong></th>
<th><strong>POSITION CONTEXT</strong></th>
</tr>
</thead>
</table>
| • Act as Officer in Charge of the Library building during the designated shift on weekends and after hours.  
• Manage and coach staff on shift to provide support and service to the Library's clients.  
• Collaborate with other Service Coordinators and Library departments to investigate and resolve service delivery issues.  
• Coordinate designated service support activities.  
• Manage and coach staff in the designated service support group.  
• Identify, analyse and report on key trends or issues and opportunities for improving the Library’s services.  
• Build and manage relationships with on-site partner service providers.  
• Contribute to the planning and development of services for the designated client group.  
• Comply with relevant EEO and WHS regulations  
• Perform any other duties as required and appropriate for this classification. | Reports to: Library Services Manager  
Positions Reporting to:  
Direct: 5 + casual service support staff  
Indirect: nil  
Key Direct Clients:  
• MQ staff in general  
• MQ students  
• Community Library users  
Other Key Relationships:  
• Other Library Teamleaders and Managers  
• Student support services staff members in other offices or departments  
• Other staff members in own office or department  
• Immediate team members  
• MQ staff in general  
• MQ students  
Budget Accountability: N/A  
Role-specific Conditions:  
• Shift work – evenings and weekends  
Scope and autonomy  
Develops and/or modifies programs, processes, systems and/or policies that may impact University-wide projects, process improvements and/or initiatives.  
Problem solving  
Draws on own knowledge, experience and expertise to identify, develop and implement new initiatives, processes and programs.  

Reports to: Library Services Manager  
Positions Reporting to:  
Direct: 5 + casual service support staff  
Indirect: nil  
Key Direct Clients:  
• MQ staff in general  
• MQ students  
• Community Library users  
Other Key Relationships:  
• Other Library Teamleaders and Managers  
• Student support services staff members in other offices or departments  
• Other staff members in own office or department  
• Immediate team members  
• MQ staff in general  
• MQ students  
Budget Accountability: N/A  
Role-specific Conditions:  
• Shift work – evenings and weekends  
Scope and autonomy  
Develops and/or modifies programs, processes, systems and/or policies that may impact University-wide projects, process improvements and/or initiatives.  
Problem solving  
Draws on own knowledge, experience and expertise to identify, develop and implement new initiatives, processes and programs.
### CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

<table>
<thead>
<tr>
<th>COMPETENCIES Clusters of behaviours required for successful performance.</th>
<th>ATTRIBUTES Personal qualities related to successful performance.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Planning and Execution</strong>: Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Resilience</strong>: Dealing effectively with and recovering quickly from setbacks or pressure.</td>
</tr>
<tr>
<td><strong>Quality Focus</strong>: Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Interpersonal Impact</strong>: Making a positive impression on others in a range of interpersonal contexts.</td>
</tr>
<tr>
<td><strong>Communication</strong>: Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.</td>
<td><strong>Accountability</strong>: Assuming responsibility for making decisions and delivering agreed outcomes.</td>
</tr>
<tr>
<td><strong>Service Focus</strong>: Making students, staff, alumni and other key contacts and their needs a priority.</td>
<td><strong>Integrity</strong>: Maintaining confidentiality, discretion and professionalism.</td>
</tr>
<tr>
<td><strong>Relationship Management</strong>: Establishing effective working relationships with others.</td>
<td></td>
</tr>
<tr>
<td><strong>Influence and Persuasion</strong>: Building commitment by convincing others and winning them over to a particular point of view.</td>
<td></td>
</tr>
<tr>
<td><strong>Delivering Outcomes</strong>: Holding self and others accountable for achieving high quality and solution focused outcomes.</td>
<td></td>
</tr>
</tbody>
</table>
### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Degree or equivalent experience in library, information science or related discipline.
- Computer skills including proficient use of office software and online information resources.

### ACQUIRED KNOWLEDGE
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of the Library’s functions and structure.
- Knowledge of the Library’s policies, processes and procedures.
- Understanding of the higher education sector.
- Understanding of the University’s e-learning environment.
- Understanding of research tools and resources.
- Knowledge of the occupational health and safety requirements related to the role and working environment.
- Knowledge of the University’s support services and referral procedures.
- Knowledge of University policies, systems, processes and procedures and how to adapt these to the Library.
- Knowledge of what other areas of the University do and how they interact with the Library

### KEY EXPERIENCES
Practical experiences and exposure to specific environments or activities related to successful performance.

- Working in an academic or research library.
- Managing a team and/or service.
- Managing projects.
- Developing and implementing service delivery plans, programs and initiatives.