**POSITION DESCRIPTION**

**Learning and Teaching Support Librarian**

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| **Position Description Classification Approved** | **Date** |
| Human Resources Branch | 20/06/2024 |

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| **POSITION DETAILS** |  |
| **Position Title:** | **Learning and Teaching Support Librarian** |
| **Position Number:** | 00024135 |
| **Classification:** | HEO5 |
| **Faculty/Division:** | Division of Academic & Student Engagement |
| **School/Branch:** | University Library |
| **Reports to (position title):** | Manager, Learning and Teaching Support |
| **Delegations:** | N/A  |
| **Special Conditions:** | * Reasonable workplace adjustments will be made for people with a disability
* Some out of hours work may be required for this position May be required to move between and work at any University Library location.
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| **Significant Working Relationships:** | * University staff and students
* Academic Liaison team
* Learning Enhancement and Innovation
* Pro Vice-Chancellor (Student Learning) portfolio staff
* Adelaide Graduate Centre
* All Library staff
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| **POSITION SUMMARY** |
| The University of Adelaide is a large and successful university in Australia's Group of Eight research intensive universities, distinguished by its international reputation and commitment to innovation and excellence in research and teaching.The University Library provides resources, services and spaces that enable and support staff and students to achieve success in their research, teaching and learning. These activities include collection development and management, both physical and electronic; services associated with the discovery of, access to and use of information resources; provision of flexible study spaces and guardianship of special and heritage collections. Services and resources are provided online and from the physical locations of the Barr Smith Library, the Sir John Salmond Law Library and libraries at Waite and Roseworthy campuses.Working under general direction the Learning and Teaching Support Librarian is responsible for supporting the Learning and Support Team to deliver high quality teaching, learning and research services. Working in the Academic Liaison team, the Learning and Teaching Support Librarian contributes to a range of client facing library services for students and academics. The role has a strong operational focus to ensure the alignment of services and resources to best support client requirements.  |

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| **KEY RESPONSIBILITIES** |
| Service Provision  | * Monitoring effective Learning Support Team protocols and servicing standards.
* Provide service to students by either responding directly to queries in CRM or triaging queries to other library staff and teams
* Assist the Academic Support Librarians in training and provide operational support to the Learning Support Team and Ask Library Staff
* Support the team to deliver high quality and customer-focused service workshops and resources
* Provide advice to the Ask Library service
* Provide advice to colleagues, students and customers to resolve issues and achieve exemplary service.
* Work with the team to support access to Library resources
* Maintain effective operational records using Library, shared storage, andrecords management systems.
* Communicate effectively with academic staff, administrative staff, Liaison Librarians, other stakeholders and suppliers to resolve issues, improve practices and meet customer needs.
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| Teamwork and performance | * Work collaboratively with the Academic Liaison team and across the Library to provide efficient and effective delivery of learning, teaching and research support.
* Adapt to changes in environment and work demands and work effectively with a variety of situations and people.
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| Customer and stakeholder engagement  | * Proactively build relationships and networks to enhance the teams reach and effectiveness.
* Undertake regular monitoring, reporting and evaluation of services.
* Seek feedback from stakeholders, customers and colleagues as a basis for further improvement in processes and services.
* Coordinate meetings and workshops as required.
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| Continuous Improvement  | * Actively seek out and maintain knowledge of current and future trends across Library services to support quality academic outcomes.
* Seek and develop new skills and ideas and take part in learning opportunities.
* Contribute ideas towards continuous improvement of systems, processes and work practices.
* Contribute to the compilation of procedural documents, and the review and improvement of existing procedures and online information.
* Demonstrate cultural competence in relation to Aboriginal and Torres Strait Islander issues and people through a respectful attitude and honouring of their past and current relationship with their land.
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| Other reasonable duties commensurate with classification level. |

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| **PEOPLE MANAGEMENT RESPONSIBILITIES** |
| * N/A
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| **CAPABILITIES AND BEHAVIOURS** |
| Use the [Capability Dictionary](https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf) to identify the capabilities associated with the classification of this position. Staff are required to read and understand the capabilities and associated behaviours that align with the classification of this position. |

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| **UNIVERSITY EXPECTATIONS** |
| Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University’s Code of Conduct |

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| **STAFF VALUES AND BEHAVIOUR FRAMEWORK** |
| Our culture is one that welcomes all and embraces diversity consistent with our [Staff Values and Behaviour Framework](https://www.adelaide.edu.au/hr/organisational-development/university-values) and our Values of integrity, respect, collegiality, excellence and discovery. We firmly believe that our people are our most valuable asset, so we work to grow and diversify the skills, knowledge and capability of all our staff. |

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| **SELECTION CRITERIA** |
| **Knowledge and Experience:**1. Demonstrated understanding and experience in the delivery of customer service in an academic library environment, ensuring outstanding care and service is delivered to library users.
2. Excellent time management and organisational skills, including the ability to exercise initiative, establish priorities, problem solve and meet deadlines.
3. Proven ability to proactively build and maintain effective working relationships with internal and external stakeholders ensuring

objectives are achieved and user needs are met.1. Good written and verbal communication, and interpersonal skills, with the ability to draft communications.
2. Proven ability to actively contribute to a collaborative, dynamic team and adapt to change in the workplace.
3. Evidence of proficiency with library systems and related applications.
4. Demonstrated ability to promote the organisational values of integrity, respect, collegiality, excellence and discovery, and a commitment to positively comply with the associated behaviour expectations.

**Qualification/s:*** A relevant information management degree and relevant experience; or extensive experience and expertise in relevant technical or administrative fields; or an equivalent combination of relevant experience and/or education and training.
* Eligible for professional membership of ALIA/ASA or equivalent (desirable).
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