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POSITION DESCRIPTION

Collection Access Officer

Faculty/Division	DVC – Academic Quality
Classification Level	Professional 4
Hours & Span (Category)	F - Library Staff, Telephonist/Office Asst, Supervisor-Switchboard
Position number	00033158
Shiftwork status	NOT SHIFTFORKER
Allowances	Click or tap here to enter text.
On call arrangements	Click or tap here to enter text.
Original document creation	26 March 2021

Position Summary

A **Collection Access Officer** is responsible for the maintenance and digitisation of the UNSW Library's physical collection including processing requests, maintaining reservations shelf, actioning reports, relocating and remediating collections, managing missing items processes, digitising physical collection items across all UNSW Library locations.

The role of Collection Access Officer reports to the Team Coordinator, Collection Maintenance and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Action collection maintenance and collection service reports including:
 - retrieve and process requested items, including intercampus and off campus
 - manage expired requests
 - audit active requests
 - manage missing items
 - process Collection Maintenance Framework tasks
- Discharge and reshelve returned items, process items used in the Library
- Record and collate statistics for reporting purposes

- Contribute to ongoing collection projects including stocktake, remediation and relocation of the Library collection items
- Repair physical items
- Digitise physical collection items by scanning and editing according to agreed standards
- Additional duties within the scope of access to physical library collections as required
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others
- Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct and the UNSW Code of Conduct

Skills and Experience

- A Diploma, with substantial relevant subsequent experience, or an equivalent knowledge gained through any other combination of education, training and/or experience.
- Relevant experience in the provision of library services including physical collections and an understanding of the role of an academic library and the resources and services expected by library users.
- Substantial experience in developing and documenting internal procedures and statistical reports
- Substantial experience in coordinating library collections, including maintenance, circulation, reporting and analysis, and relocation
- Experience using a library management system such as Ex Libris Alma would be highly regarded but not essential
- Excellent customer service skills with a strong commitment to deliver quality service in an information environment
- Excellent demonstrated written and oral communication skills with the ability to liaise and communicate effectively with all staff and clients.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.