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POSITION DESCRIPTION

Director, Information Services

Faculty/Division

Classification Level

Hours & Span (Category)

Position number

Shiftwork status

Allowances

On call arrangements

Original document creation

Office of the VC

Professional TFR

G - Administrative, Clerical, Computing, Professional & Research Staff

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NOT SHIFTWORKER

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1 May 2024

Position Summary

UNSW Library is one of Australia's major research libraries, with extensive scholarly information resources, services and facilities. It serves a large population of students and academic and research staff on two campuses and affiliated research institutes. The Library serves 3 million in-person visitors and over 30 million digital interactions a year. There are three library sites including Main Library, Law Library (Kensington) and the Paddington Library. UNSW Sydney Library has a close working relationship with the Academy Library, UNSW Canberra, at the Australian Defence Force Academy (ADFA). The Library also serves the developing UNSW Canberra City Campus and offshore international students across a number of locations. The Library is a department reporting to the Deputy Vice-Chancellor Academic Quality (DVCAQ), within the Division of the Vice-Chancellor & President

The Director, Information Services is a member of the Library Executive Team and provides strategic leadership for the Library's provision of Digital and Information literacy skills and services to undergraduate and coursework students, higher degree research students, and academic teaching and research staff. This includes the Ask a Librarian service across a range of channels and locations, research consultations, the Library Student Peer Mentor Service, Library Essentials online student lessons and quiz, digital information skills framework, and in-library and in-faculty events and workshops supporting student learning. The Information Services Department helps to promote and deliver all library services to faculties via the Outreach Librarian service.

The Director, Information Services reports to the Director & University Librarian and has two direct reports.

Accountabilities

Specific accountabilities for this role include:

- Provide transformative leadership to a diverse workforce and complex organisation during a period of rapid change and financial restraint.
- Lead the scalable and sustainable development and delivery of the Library's student facing learning services across Ask a Librarian, Help Zones, Library Student Peer Mentor service, Orientation and Transition, in-library and in-faculty student engagement services across physical and digital channels to support student sense of belonging, digital information skills and graduate capabilities.
- Lead the scalable and sustainable development and delivery of the Library's professional information, advice, consultancy, academic engagement and outreach business partnering services to postgraduate students and university staff in order to promote library services to clients and ensure library services and collections are integrated into the curriculum.
- Lead the scalable and sustainable development and delivery of the Library's online onboarding and induction modules and quiz for commencing coursework students.
- Lead the Library's participation in university curriculum development reform initiatives in collaboration with university partners including the Division of Education and Student Experience portfolios and faculties.
- Work with the Director & University Librarian to define and communicate the role of the Library in the University. Attend faculty, school and institute meetings and committees and represent the Director & University Librarian and the University Library as required.
- Work collegially within the Library Leadership Team and across the organisation to promote a work environment that is collaborative, supportive, and characterised by positive culture.
- Align with and actively demonstrate the [Code of Conduct and Values](#)
- Ensure hazards and risks psychosocial and physical are identified and controlled for tasks, projects, and activities that pose a health and safety risk within your area of responsibility.

Skills and Experience

- Relevant postgraduate qualifications with substantial experience at a senior level or an equivalent level of knowledge gained through any other combination of education, training and/or experience. Substantial prior experience at a senior level within a large academic, research or cultural institution would be considered favourably.
- Demonstrated experience leading the Library's digital and face to face enquiry, information, training and engagement services to develop a sense of belonging and digital information skills for coursework students and, higher degree research candidates, and to deliver library services to academic and professional staff.
- Demonstrated experience leading the Library's teaching services supporting curriculum design and learning, including curriculum reform; support for integrated course resources; Library Essentials online induction module and quiz; in-faculty workshops into courses; the provision of digital learning and teaching objects.
- Demonstrated well developed leadership and management skills applied to the operation of substantial staffing, budgetary and infrastructure resources.

- Demonstrated excellent interpersonal, communication and presentation skills with the ability to influence successful outcomes and build and sustain effective, collaborative professional relationships.
- Demonstrated ability to exercise initiative, independent judgement and apply problem-solving skills.
- Demonstrated capacity to think strategically, drawing on information from multiple sources. An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

Pre-employment checks required for this position

- Verification of qualifications
- Criminal check

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.