Senior Client Services Librarian
Client Services
Division of Library Services

Classification	Level 6
Delegation Band	Delegations and Authorisations Policy (see Section 3)
Hours per Week	35 (or pro rata for part-time appointments)
Special Conditions	Some weekend and evening work required in accordance with the provisions of Clause 24 of the Enterprise Agreement.
Workplace Agreement	Charles Sturt University Enterprise Agreement
Date Last Reviewed	January 2020

Our University Values

Insightful — Understanding people and the world

Inclusive — Stronger together

Impactful — Outcome driven

Inspiring — Leading for the future

Our Core Competencies

Charles Sturt University (CSU) staff are expected to demonstrate the following competencies:

Set Direction and Deliver Results
- Creating and innovating.
- Delivering results and meeting customer expectations.
- Entrepreneurial and commercial thinking.

Collaborate with Impact
- Relating and networking.
- Working with people.
- Persuading and influencing.

Lead Self and Others
- Adhering to principles and values.
- Deciding and initiating action.
- Adapting and responding to change.

Division of Library Services

The Division of Library Services supports the University's ethos of 'yindyamarra winhanga-nha' - *'the wisdom of respectfully knowing how to live well in a world worth living in*'. We provide high quality information services and resources to support students, staff, and all members of the University campuses and its communities. We aspire to excellence in the provision of innovative library services delivered online, on-campus, and via distance services.

The Client Services section is responsible for ensuring all client groups have equitable access and appropriate skills and support to use the Library's information resources.

This is achieved through:

- providing integrated and targeted library and information support to students, academic staff, researchers, and other library clients;
- lending and/or scanning physical resources to staff and students, both on and off campus, or to external clients;
- providing access to flexible learning spaces, facilities and technology, in collaboration with other sections and Divisions;
- adopting embedded and scaffolded approaches to providing information and digital literacy support and training;
- maintaining academic and University Partner relationships; and
- marketing library services and facilities.

Staff in Client Services can work flexibly across the various teams as required.

Organisational Chart
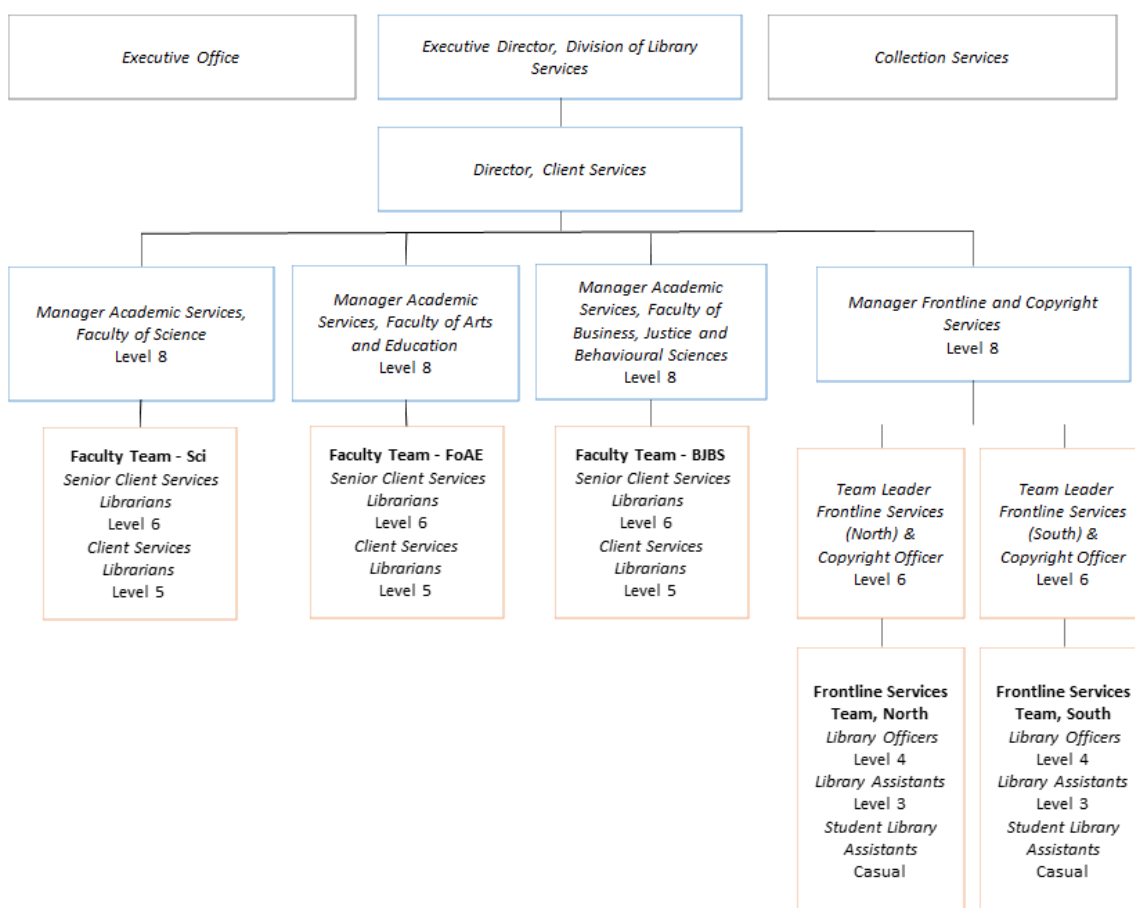
Reporting Relationships

This position reports to:
- Manager Academic Services, Faculty of Arts and Education

This position does not have formal direct reports, but may mentor or supervise the work of:
- Client Services Librarians (Level 5)
- Library Officers (Level 4)
- Library Assistants (Level 3)
- Student Library Assistants

Key Working Relationships

- Academic staff
- Students, including Higher Degree students
- Team Leader Front Line Services and Copyright Officer
- Collection Services section

Position Overview

The Senior Client Services Librarian provides advanced, high level information and library services to support the University's learning, teaching, and research strategies.

The focus of this role is to work with academic staff and higher degree researchers.

The role will be based within a Faculty team. Within that team the Senior Client Services Librarian may be asked to take a lead role in providing research support, curriculum support or student learning support. The Senior Client Services Librarian will participate in cross-campus/Divisional work teams.

The Senior Client Services Librarian may be required to take on additional responsibilities or rotate through roles within the Section as commensurate with their classification level.

Principal Responsibilities

- Work in an integrated team providing services across three areas; research support, curriculum support, and student learning
- Team supervision, which includes but is not limited to training, mentoring, rostering, and assisting in recruiting staff
- Curriculum support and liaison, which may include course reviews, accreditation reports, reading list support, eReserve and copyright liaison, or assisting in developing curriculum and teaching resources;
- Research and scholarly publication support, which includes but is not limited to research data management, grant applications, research impact
- Designing, delivering and evaluating classes and training programs, face-to-face or online to students and staff
- Information literacy support, including embedded subject support such as classes and forums
- Mentoring library staff in the areas of curriculum support, student learning and research support
- Providing specialist information services and advice for staff and students virtually and through physical service points
- Developing and maintaining support material and resources such as Library guides, web pages, videos and manuals
- Assisting in the evaluation and development of the Library's collections to ensure that they meet the learning, teaching and research needs of the University
- Other duties appropriate to the classification as required, including participating in Divisional and University committees, assignments and leading projects and working parties

Capabilities

- Adapt to changes in work tasks or work environment
- Confidence to demonstrate leadership with the ability to lead, guide and motivate others to deliver outcomes
- Support a culture of quality customer service in the organisation
- Demonstrate competency in the use and adoption of technology
- Build and nurture internal and external relationships, and help build a supportive and co-operative team environment
- Understand team, section and Divisional goals, and align and coordinate activities to meet objectives
- Demonstrate knowledge of CSU policies and procedures
- Communicate effectively with a range of audiences

Physical Capabilities

- The incumbent may be required to on occasion drive a university vehicle distances up to 500kms per day within the terms of the University's Driving Hours Guidelines and Policy available at https://policy.csu.edu.au/document/view-current.php?id=184
- Perform in an accurate and timely manner push/pull, reaching, grasping tasks including lifting items up to 10kgs
- Physically able to sit or stand for extended periods of time to perform work tasks including computer related activities

Selection Criteria

Applicants are expected to address the selection criteria when applying for this position.

Essential

A. Completion of a degree in Library and Information Science, normally with 2 or more years' subsequent relevant experience, or an equivalent level of knowledge gained through any other combination of education, training and/or experience
B. Eligibility for Associate membership of the Australian Library and Information Association (ALIA)
C. Demonstrated computer skills, including desktop applications, library management systems, social media tools, basic web editing, and ability to learn new applications and emerging technologies.
D. Demonstrated experience in using online information resources such as library catalogues or search tools, journal databases, and Internet search engines to locate information for academic or professional purposes.
E. Strong oral, written, interpersonal and communication skills, and the ability to develop and maintain relationships across the organisation to achieve strategic and operational goals.
F. Demonstrated experience in providing high quality, customer-focussed services, preferably in an academic library through initiative, flexibility, and problem solving skills.
G. Demonstrated experience in developing, delivering, and evaluating advanced information literacy or research support training, preferably in an academic environment
H. Proven ability to work unsupervised, both independently and cooperatively as part of a dispersed, multi campus team
I. Demonstrated ability to lead, motivate and develop from within a team

Desirable

J. Certificate IV in Training and Assessment, or other relevant education experience or qualifications.

Information for Prospective Staff

Your Application

E-recruitment is the method by which CSU manages its recruitment processes and it is preferred that all applications be lodged using this method. Please refer to www.csu.edu.au/jobs/.

If intending applicants are unable to access this website, please contact the HR Service Centre on 02 6338 4884.

Staff Benefits

CSU is committed to providing an employment environment that fosters teamwork, innovation, reflective practice, continual learning, knowledge sharing and opportunities for staff to achieve their full potential. CSU is committed to providing a flexible working environment that encourages employees to live a balanced lifestyle, combining work and family responsibilities.

To find out more: http://www.csu.edu.au/jobs/working-with-us/benefits-and-rewards.

Essential Information for Staff

- All employees have an obligation to comply with all the University's workplace health & safety policies, procedures and instructions and not place at risk the health and safety of any other person in the workplace;

- All employees are required to be aware of and demonstrate a commitment to the principles of equal opportunity in the workplace;

- All employees are to ensure the creation and maintenance of full and accurate records of official University business adheres to the University's Records Management Policies; and

- All employees are expected to undertake an induction program on commencement.

Further information regarding the policy and procedures applicable to Workplace, Health and Safety and Equal Opportunity can be found on the CSU website http://www.csu.edu.au/division/hr/.

Further information regarding the policies and procedures of CSU can be found in the CSU Policy Library at: https://www.csu.edu.au/about/policy.

The following links are listed from CSU Policy Library on relevant specific policies:

- Code of Conduct
- Staff Generic Responsibilities Policy
- Delegations and Authorisations Policy
- Outside Professional Activities Policy
- Intellectual Property Policy