POSITION DESCRIPTION

Position Title	Information Services Librarian		
Organisational Unit	Libraries Directorate		
Functional Unit	Client Services		
Nominated Supervisor	Senior Library Coordinator		
Higher Education Worker (HEW) Level	5	Campus/Location	North Sydney
CDF Achievement Level	1 All Staff	Work Area Position Code	
Employment Type	Part-time, fractional continuing	Date reviewed	January 2017

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement:

Australian Catholic University (ACU) is both a Catholic University and a public institution within the Australian higher education sector. ACU is an inclusive community which welcomes students and staff of all beliefs. The University is committed to a strong Catholic ethos and seeks to foster and promote teaching and learning, research and scholarship, and community engagement in the Christian tradition. As valued members of our community, all staff members are expected to have an understanding of ACU's Mission and values and to demonstrate an active contribution to them.

The University shares with universities worldwide a commitment to quality in teaching, research and service. It aspires to be a community characterised by free enquiry and academic integrity.

The University chooses to focus on areas of teaching and research that are closely connected with its particular character as a University that is Catholic, public and national. The focus areas are Theology and Philosophy, Health, Education, and the Common Good and Social Justice.

ACU has over 2,500 staff supporting more than 34,000 students across seven campuses – Adelaide, Ballarat, Brisbane, Canberra, Melbourne, North Sydney and Strathfield.

The structure to support this complex and national University consists of:

* Provost

* Chief Operating Officer & Deputy Vice-Chancellor

* Deputy Vice-Chancellor, Research

* Deputy Vice-Chancellor, Students, Learning and Teaching

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Directorate of Identity and Mission drives both the Identity and the Mission of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

The University pursues performance excellence and offers an environment where staff are valued and rewarded. Staff are expected to demonstrate a commitment to continuous improvement and to participate fully in resolving issues to achieve and maintain quality standards relevant to role. Further information about a career with ACU is available at www.acu.edu.au.ACU is committed to diversity and social inclusion in its employment practices. Applications from Aboriginal and Torres Strait Islander people, people with disabilities and people from culturally diverse groups are encouraged.

ABOUT THE LIBRARIES DIRECTORATE

Australian Catholic University Library has a major presence on six of the University's campuses and serves a range of client groups with varying information and access requirements including students, staff, reciprocal borrowers and community borrowers.

The Library's mission is to enable and enrich the teaching, learning and research endeavours of the University by delivering flexible access to extensive and relevant information resources and by providing quality services and facilities.

Our vision for the library service is to have:

- Resource provision and access that is coordinated and futures-oriented, and that finds integrated and innovative solutions to optimise the effectiveness of the available resource base.
- Strong partnerships with Australian Catholic University's teaching, learning and research community to make a direct contribution to the educational mission of the University.
- Staff members who, by building on their professional expertise, provide an exemplary service that demonstrates a commitment to meeting the individual and collective information needs of clients.
- Management practices and operations that embody a commitment to Quality Assurance principles, and are attuned to the changing needs of the University.
- Technological and physical infrastructure developments that better enable the provision of flexible and responsive access to services and resources into the future.

For further information on the Library, including its policies, consult the ACU Library website: http://library.acu.edu.au

CLIENT SERVICES

Each Campus Library and staff provide a diverse range of client services in support of the students and staff on campus, and remote, in their learning, teaching and research. The Library staff operate on the service principle of "One Library, many locations" so staff at any of the campus libraries support the library staff in the other campuses in delivering an agreed range of services, achieving consistency in service delivery to the University community, regardless of their campus location. The Campus Libraries serve an on-campus community of varying numbers with the Melbourne Campus currently the largest of ACU's campuses. Our primary client base consists of the University students and staff in the Faculties, Institutes, Centres and Directorates.

POSITION PURPOSE

Contribute to the delivery of a range of client services to students, academic, research and Directorate staff in assigned campus-based client groups in line with established national Library service standards. Staff service desk, physical and virtual, undertaking the full range of duties. This involves working in the evenings and on weekends when the position is responsible for the Campus Library and its clients. Contribute to national and team service enhancements and improvements. The position will assist Senior Librarians in the team in liaising with teaching and research staff in relation to service delivery and provision of information literacy programs.

POSITION RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Principles

- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence

The Capability Development Framework in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

Key responsibilities

Key responsibilities specific to this position	Relevant Core Competences (Capability Development Framework)	Scope of contribution to the University			
		Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
Contribute to the delivery of a range of client services to students, academic, research and Directorate staff in assigned client groups in line with established national Library service standards. Activities include: • Checking unit outlines against library holdings; • Preparation of bibliographies and subject guides; • Collation of statistics; • Bibliometric support; • Assistance with collection development and maintenance; • Participation in Information Literacy Programs; and Assistance with compliance reports, and other library reports and documents for internal reporting purposes	Know ACU Work Processes and Sytems Be Responsible and Accountable for Achieving Excellence		✓		
Deliver an efficient, responsive and reliable service on Service Desk, physical and virtual, including: • Providing a high quality reference service that involves providing clients with direction, advice and information regarding library materials, collections, services and information sources to meet client needs. • Carrying out the full range of duties relating to the circulation of physical information resources.	Deliver Stakeholder Centric Service Be Responsible and Accountable for Achieving Excellence		✓		
When rostered to work in the evenings and weekends: • Liaise with Campus Security or relevant ACU units, as required by ACU policy, guidelines and procedures to maintain Library security. • Initial troubleshooting of problems with computers, printers, copiers, Library systems, learning management system, with referral or escalation as appropriate.	Know ACU Work Processes and Sytems Make Informed Decisions		✓		

Key responsibilities specific to this position	Relevant Core Competences ([Capability Development Framework](#))	Scope of contribution to the University			
		Within the work unit or team ✔	School or Campus ✔	Faculty or Directorate ✔	Across the University ✔
Maintain knowledge of Library and University administrative and operational policies and procedures to ensure continuous improvement, compliance and that appropriate actions are taken for specific circumstances, including critical incident management.	Know ACU Work Processes and Sytems		✔		

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

At service desk:

- Standard and involved reference and database questions where incumbent uses his/her professional knowledge and experience to provide client with best possible solution to their need.
- When presented with problems by clients, proposing solutions that are congruent with ACU Library policies and procedures and take into consideration each client's situation.
- Assist in the presentation of information skills instruction in an engaging and effective manner, catering for a variety of learning styles

Decision Making / Authority to Act

While working normal office hours the position holder works within a team and has limited authority to act independently.
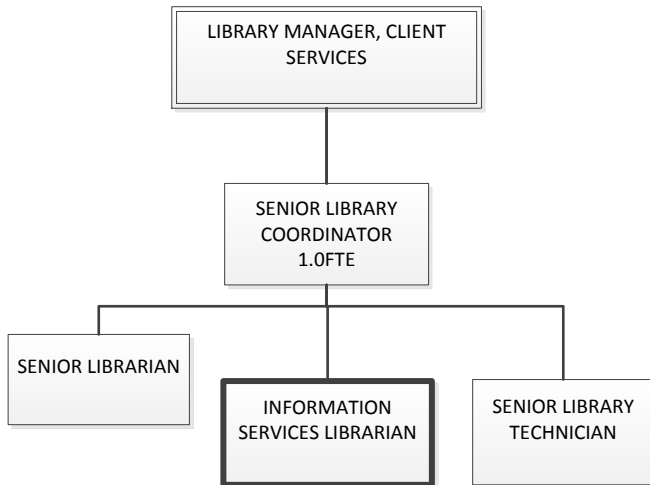
When working after hours this position has a very high degree of independence. Examples include:

- Client challenges the accuracy of an overdue notice or fine: deciding whether to enforce the relevant rule, compromise or take a different position.
- Security problem in the library deciding if and when to escalate to: - Campus Operations, Security Service, Police or the off-duty Library Manager, Client Services, per University guidelines and processes.
- Library Building problem (e.g., toilet malfunction, blackout, etc.: deciding whether to close or evacuate the building and when to escalate to: Campus Operations, Security Service, Police or the off-duty Library Manager, Client Services, per University guidelines and processes.

Communication / Working Relationships

- The position holder reports to the Senior Library Coordinator and communicates with them about tasks to be performed, timelines, etc.
- The position holder collaborates with fellow Library Academic and Research Services team members in the provision of services to their assigned client groups and with academics and researchers in those groups.
- The position holder communicates on a daily basis with students and staff while rostered on the service desk.

Reporting Relationships

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          ┌──────────────────────────┐
          │  LIBRARY MANAGER, CLIENT │
          │        SERVICES          │
          └────────────┬─────────────┘
                       │
          ┌────────────┴─────────────┐
          │    SENIOR LIBRARY        │
          │    COORDINATOR           │
          │    1.0FTE                │
          └────────────┬─────────────┘
        ┌──────────────┼──────────────┐
┌───────┴──────┐ ┌─────┴───────┐ ┌────┴─────────┐
│    SENIOR    │ │ INFORMATION │ │SENIOR LIBRARY│
│   LIBRARIAN  │ │  SERVICES   │ │  TECHNICIAN  │
│              │ │  LIBRARIAN  │ │              │
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For further information about structure of the University refer to the organisation chart.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience

1.	Undergraduate degree in Library and Information studies, to allow for eligibility for professional membership of ALIA.
2.	Good communication and interpersonal skills, including the ability to establish and maintain cooperative and productive working relationships with team members.
3.	Ability to work independently and collaboratively to agreed standards and protocols with minimal supervision. In particular, the capacity to be responsible for a library facility outside normal business hours and work
4.	Demonstrated experience with general computer applications and internet environments, including an understanding of, and experience in, the use of an Integrated Library Management System.
5.	Knowledge of information sources in relevant discipline areas with a capacity to provide reference and information services at service points.

Core Competencies (as per the Capability Development Framework)

6.	Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
7.	Demonstrate an ability to prioritise time and resources using established ACU processes, whilst working with others to set and meet expectations and achieve optimum efficiency and effectiveness.
8.	Coach and develop self and others through managing performance and developing required capabilities to establish a culture of learning and improvement.
9.	Work collaboratively both internally and externally to ACU, to capitalise on all available expertise and provide service excellent in accordance with the ACU Service Principles.

Other attributes

10.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.