DISCOVERY SERVICES COORDINATOR

DEPARTMENT/UNIT	Collections and Technology Division / Monash University Library
FACULTY/DIVISION	Provost and Senior Vice-President
CLASSIFICATION	HEW Level 7
DESIGNATED CAMPUS OR LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

At Monash, work feels different. There's a sense of belonging, from contributing to something ground-breaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the challenges of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and diversity. When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an inclusive workplace culture for our staff regardless of ethnicity or cultural background. We have also worked to improve gender equality for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – #ChangeIt with us.

The **Provost & Senior Vice-President** is the Chief Academic Officer of the University and is responsible for: setting the University's academic strategy and priorities with a view to improving the education and research performance of the University; oversight of faculties, academic related portfolios and University-wide centres and institutes; oversight of academic staffing including recruitment, development, reward and recognition, policies and procedures; strategic leadership for the delivery of academic programs; identifying and cultivating interdisciplinary areas of excellence and collaboration.

Monash University Library is one of Australia's leading academic libraries. Central to our 2020-2025 strategy is the vision of being a 'modern, global top 100 library' where our content, collections, facilities, services and culture represent best practice and collectively make a significant contribution to the University's reputation and impact. We continually evaluate what we do in relation to the University's goals and always look 'through our users' eyes'. While we work to ensure that our users' experiences with the Library are productive, useful, efficient and rewarding, we aspire to delight by exceeding their expectations. For more on the work we do, please visit our [website](#).

POSITION PURPOSE

The **Discovery Services Coordinator** provides a range of specialist professional services to optimise the discovery of content and collections in the Library's digital repositories, online catalogue, discovery layer, and local and global digital platforms. The Coordinator is a key liaison point between the portfolio, University and internal and external client groups, and works closely with internal partners such as academic and divisional staff to ensure that Monash generated, licensed, and owned content is discoverable and aligned with the University's research and education priorities.

The Coordinator initiates, plans and delivers projects to optimise search and discovery of content and collections via streamlined workflows, innovative use of metadata, and collaborative initiatives that support discovery and access.

The Coordinator assists the Library Technologies, Discovery and Access Manager by providing support to the Library's program of activities and provides specialist advice that contributes to the advancement of the Library's objectives. The position also provides support to projects and events and undertakes a variety of general duties to meet the operational demands of the Collections and Technology Division.

Reporting Line: The position reports to the Library Technologies, Discovery and Access Manager, under broad direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Coordinate and administer the delivery of high quality and sustainable discovery services in accordance with best practice and University policies, procedures and strategic priorities

2. Coordinate a work environment of continuous review and improvement by overseeing and reporting on process and service efficiency and implementing performance improvement measures

3. Undertake research, data analysis and management in areas of functional or service specialisation, including producing reports

4. Collate and analyse quantitative and qualitative data relating to the Library's discovery services and report the value and impact on Faculty and library objectives

5. Provide expert and authoritative advice, guidance and training as required in the areas of service, functional or administrative expertise

6. Contribute knowledge and expertise towards a range of processes, such as policy development, governance, management decision-making, change management, compliance, quality and performance reporting

7. Contribute to Library strategic planning and operational committees to share knowledge and expertise as a subject matter expert

8. Build and sustain relationships with an extensive network of colleagues, clients and or suppliers to ensure efficiency of functional operation or service delivery

9. Administer and provide input to projects relevant to area of specialisation, including development of project plans and evaluation of project outcomes in partnership with other areas of the University

10. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   - A degree qualification in a relevant field (e.g., librarianship or information management) with extensive relevant experience; or
   - extensive experience and management expertise in technical or administrative fields; or
   - an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Demonstrated experience in coordinating the delivery of high quality and sustainable discovery services, with a focus on best practice and strategic priorities whilst delivering excellence in customer service

3. Highly developed planning and organisational skills, with experience establishing priorities, implementing improvements and meeting deadlines

4. Demonstrated relationship management and consulting skills, including the ability to interact with, negotiate with and gain cooperation from, internal and external stakeholders

5. Demonstrated analytical, research and problem-solving skills and the ability to identify and recommend solutions to challenging issues and improvements to current systems

6. Highly developed interpersonal and communication skills with the ability to prepare professional documentation for various audiences and provide expert advice in areas of specialised or functional knowledge

7. Advanced computer literacy, particularly with current relevant software packages and their various applications

OTHER JOB-RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.