

Details

Area	Deputy Vice-Chancellor Academic Portfolio
Team	University Library
Location	Burwood
Classification	HEW level 4
Reports to	Coordinator, Burwood Library

Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

Deakin campuses sit on Wadawurrung, Wurundjeri, and Eastern Maar Countries, and the University acknowledges, values and deeply respects its connection with the Traditional Custodians and Elders past and present of these lands and waterways. Deakin is the most popular university destination in Victoria for Aboriginal and Torres Strait Islander students and has a rich history of supporting the ambitions of First Nations students, including through the NIKERI Institute (formerly the Institute of Koorie Education).

Deakin aspires to be Australia's most progressive university, with the principles of diversity, equity and inclusion underpinning our approach to education, research, employability, digital delivery, innovation, and partnerships for impact. Our vision is for an inclusive environment where we value and celebrate diversity, embrace difference and nurture a connected, safe and respectful community. We want Deakin to be a place where all staff and students feel included and respected for their unique perspectives and talents.

[Strategic Plans – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

Overview

The Library Officer is responsible for providing information services to enable maximum access for Library clients to information, services, facilities, and library resources in support of the Deakin University community and in accordance with the Deakin's 2030 Ideas to Impact strategy and the Library Plan. The position is in daily contact with students, academic and professional staff via key communication channels, such as chat, phone, email and in person on-campus. The position contributes to library wide initiatives and programs.

Reporting to the Coordinator, Burwood Library the role will

- Consult with available sources to gather relevant information and seek the expertise and advice of other people as appropriate.
- Engage in process improvement activities and adopt new ideas, approaches and changes to work practices.
- Contribute feedback and suggestions and identify situations in which change is needed to improve policy and practice.
- Role model professional and ethical behaviours.
- Provide basic advice to clients and make referrals to other areas of the library and University as appropriate.
- Build productive relationships with a diverse range of existing stakeholders and actively seek to maintain positive relationships.
- Present information in a clear, structured, concise and tailored way by focusing on key messages and check that messages are understood and meet audience needs.

Accountabilities

- With a customer mindset, clarify expectations and respond promptly to stakeholder requests, queries, or complaints to ensure stakeholder needs are met to agreed standards and timelines
- Engage in process improvement activities and adopt new ideas, approaches and changes to work practices. Show initiative, generate new ideas and shares those ideas with others in the work area to improve process and practice.
- Use knowledge of continuous improvement principles to analyse current processes and practices and create practical, simple and accessible solutions to problems after considering multiple perspectives
- Recognise the importance of teamwork and of effective communication amongst team members and build rapport within immediate team in ways that are respectful and inclusive of others. Actively seek to maintain positive relationships and support team members in times of pressure and change
- Build productive relationships with a diverse range of existing stakeholders and actively seek to maintain positive relationships and seeks opportunities to learn from those who have different lived experience to their own.
- Consult with available sources to gather relevant information and seek the expertise and advice of the people around them. Express own views in a constructive and respectful way.
- Take an organised and methodical approach to work, regularly plan time (work day / week / month) according to workload and track progress of work tasks

Selection

- Completion of an Associate Diploma in Library or Information Science (Library Technician) accredited by the Australian Library and Information Association; or
- An equivalent combination of training and experience, in a relevant discipline (e.g., Frontline Service, Business Administration, or Customer Contact).
- Some experience in front-line customer service with a commitment to excellence in customer service.
- Experience in using a variety software applications and library operating systems.
- Experience in working effectively in an inclusive environment.
- Demonstrate the ability to exercise sound judgment, initiative, diplomacy, tact and discretion as well as proven experience handling sensitive and personal information in a confidential and appropriate manner.

Capabilities

- **Emotional Intelligence** manages emotions to positively influence behaviour.
- **Growth Mindset** open to learning and new experiences, invests in development.
- **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
- **Engages Other** establishes effective relationships to achieve shared goals.
- **Plans work** plans the delivery of work while balancing priorities and resources.
- **Improves Work** proactively improves the efficiency and quality of processes and systems.

Position Description

Library Officer



Special Requirements

- This position requires the incumbent to work outside business hours (Flexible Ordinary Hours).
- This position may require the incumbent to travel from time-to-time between university campuses.
- This position requires the incumbent to hold a current Working with Children Check.

Note

The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.