

**POSITION DESCRIPTION**

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| **Position Title** | Library Assistant |
| **Organisational Unit** | Libraries Directorate |
| **Functional Unit** | Client Services |
| **Nominated Supervisor** | Library Manager, Client Services |
| **Higher Education Worker (HEW) Level** | 3 | **Campus/Location** | Strathfield |
| **CDF Achievement Level** | 1 All Staff | **Work Area Position Code** |  |
| **Employment Type** | Full-time | **Date reviewed** |  |

**ABOUT AUSTRALIAN CATHOLIC UNIVERSITY**

Mission Statement:Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU’s Mission is central to the University, and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly-funded university which has grown rapidly over the past few years. We’re young, but we are making our mark: ranking among the top universities worldwide. We have got seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We know that our people make us a university like no other. It’s your values, action and passion that makes the difference. Whatever role you may play in our organisation: it’s what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

In order to be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

We hope that you might champion these values, and work with us to create a place of learning that is not only the envy of the world, but the making of it.

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

* Provost and Deputy Vice-Chancellor (Academic)
* Chief Operating Officer & Deputy Vice-Chancellor (Administration)
* Deputy Vice-Chancellor (Research)
* Deputy Vice-Chancellor (Education and Innovation)
* Deputy Vice-Chancellor (Coordination)
* Vice President

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the [Mission](http://www.acu.edu.au/about_acu/our_university/governance/university_services/secretariat/mission_statement) 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

**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.

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

**POSITION PURPOSE**

As a member of the Library Collection Services Team, contribute to ensuring the provision of timely and effective services to the students and staff of the campus. These services include service desk duties, full range of lending services, collection maintenance, digitisation and receipt of new or transferred items for the collection.

**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](http://www.acu.edu.au/cdf) 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**](http://www.acu.edu.au/cdf)**)** | **Scope of contribution to the University** |
| --- | --- | --- |
| Within the work unit or team✓ | School or Campus✓ | Faculty or Directorate✓ | Across the University✓ |
| Provide excellent customer service while staffing the Library’s service desk and at times administering fines and student sanctions. | Deliver Stakeholder Centric service Know ACU Work Processes and Systems |  | ✓ |  |  |
| Assist in the maintenance of the campus Library’s various collections, with special emphasis on the high demand collection. | Be Responsible and Accountable for Achieving Excellence  | ✓ |  |  |  |
| Support supply of inter-campus loans and inter-library loans from the campus’ print collection by: * retrieving items from the shelf, processing them in the Library’s management system, and preparing items for shipping, and
* receiving items from other libraries, processing them and making them available for requesters.
 | Know ACU Work Processes and Systems Deliver Stakeholder Centric service  |  | ✓ |  |  |
| Within copyright and license constraints, scan/digitise physical items for repositories, ACU copyright database, disability support and other services as required. | Know ACU Work Processes and Systems | ✓ |  |  |  |
| Undertake shelving, shelf tidying, collection maintenance, general tidying and assist with stock takes. | Know ACU Work Processes and SystemsBe Responsible and Accountable for Achieving Excellence  | ✓ |  |  |  |

**HOW THE ROLE OPERATES**

**Key Challenges and Problem Solving**

* The position holder reports to the local Library Manager, Client Services, with day-to-day task supervision provided by the Library Technician Collection Services.
* Dealing with client demands at the service desk during busy times while ensuring that queues are cleared and telephone queries answered while maintaining a high level of service.
* Dealing with difficult clients who may have substantial fines owing while providing an effective service which is congruent with ACU Service Principles.
* Be fully conversant with all aspects of the Library Loan guidelines and their implementation within the Loans module of the Library management system.
* Learning to use new technologies and follow evolving procedures in a growing digital and electronic environment.

**Decision Making / Authority to Act**

* The position holder follows standard procedures and practices.
* The position reports to the Library Manager, Client Services and takes day to day task supervision from the Librarian Technician, Collection Services.
* Position holder is expected to identify and suggest opportunities for process and service improvement.

 **Communication / Working Relationships**

* The position holder reports to the Library Manager, Client Services but day-to-day task supervision is provided by the Library Technician, Collection Services. Incumbent communicates with supervisors on tasks to be performed and collaborates with colleagues in carrying them out.
* The position holder communicates on a daily basis with students and staff while rostered on the service desk.
* The position holder will liaise with a variety of staff. e.g. with the responsible Library Manager or a lecturer requiring a book chapter to be scanned into the copyright database ; with academic staff needing an item added to the High Use Collection.

**Reporting Relationships**



For further information about structure of the University refer to the [organisation chart](http://www.acu.edu.au/staff/our_university/organisational_chart2).

**Selection Criteria**

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| **Qualifications, skills, knowledge and experience** |
|  | Successful completion of the Higher School Certificate or equivalent experience. |
|  | Demonstrated ability to to use a range of Library related software, accurately enter data and an ability to follow and interpret policies, procedures and standards, under supervision. |
|  | Demonstrated ability to apply high level interpersonal, customer service and communication skills (both oral and written), including an ability to resolve differences with colleagues and customers. |
|  | Demonstrated ability to display initiative and reliability and conscientiously adapt to changed work flows in a team environment. |
|  | Demonstrated ability to participate actively in appropriate continuous learning activities, applying skills acquired. |
| **Core Competencies (as per the** [**Capability Development Framework**](http://www.acu.edu.au/cdf)**)** |
|  | 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. |
|  | Demonstrated capacity to plan work activity, prioritise time and resources whilst working as a member of a team to achieve common goals. |
| **Other attributes** |
|  | 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. |