

Coordinator Library Systems, Integration and Quality

Division of Library Services

Classification	Level 6/7
Delegation Band	Delegations and Authorisations Policy (see Section 3)
Hours per Week	35
Nature of Employment	Fixed term
Workplace Agreement	Charles Sturt University Enterprise Agreement
Date Last Reviewed	January 2020

Our University Values



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

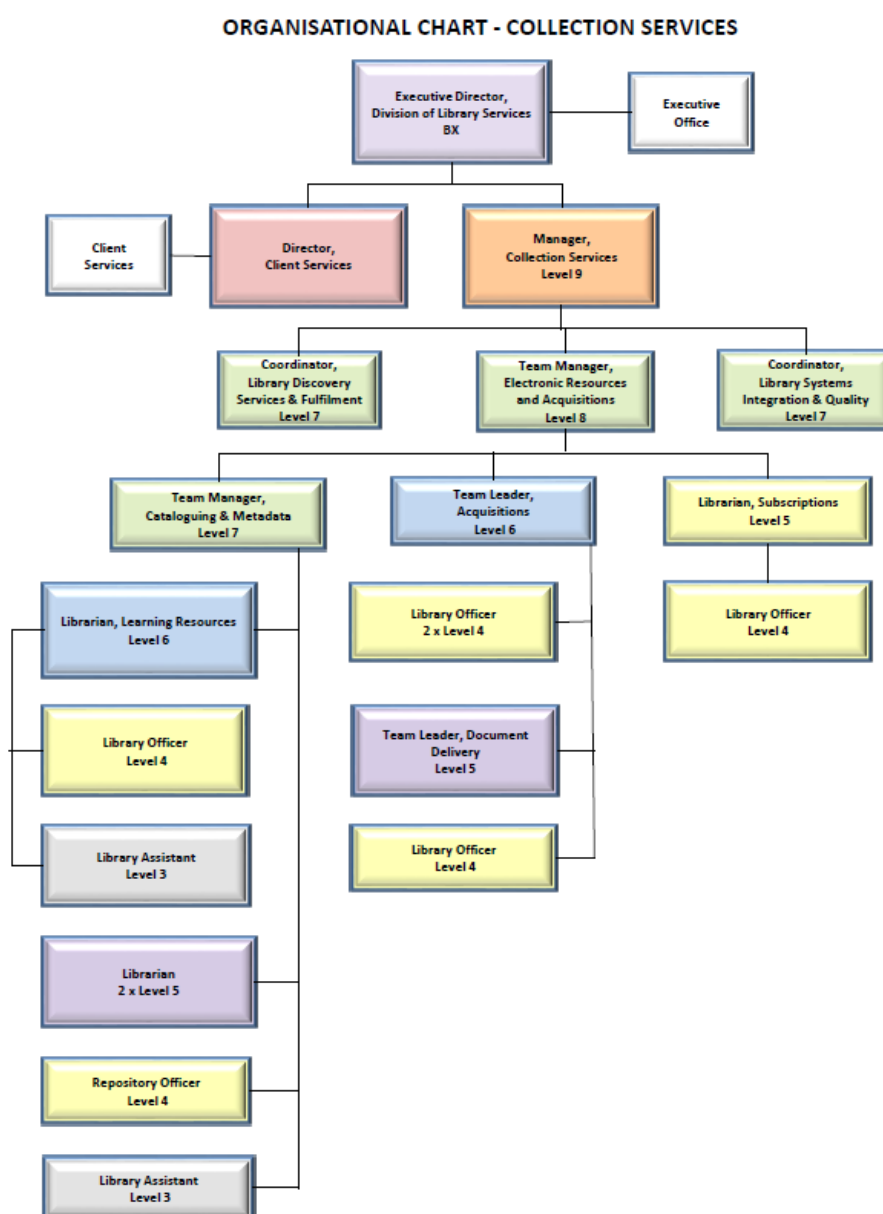
- Adhering to principles and values.
- Deciding and initiating action.
- Adapting and responding to change.

Division of Library Services

The Division of Library Services provides Teaching, Learning and Research support to the University in line with the University's strategic objectives. It has consistent Division-wide policies and practices to sustain excellence in the provision of innovative library services anywhere, anytime. Services are delivered online, with face-to-face services delivered as required on each campus

Collection Services is responsible for acquisition, cataloguing and management of resources in all formats across all campuses of the University, as well as coordinating the library information systems and the various integrations. The section manages physical and electronic collections, resolving problems of access and providing advice on metadata for all aspects of the University's digital object management. The section identifies trends in information resource provision and usage and contribute to the development of high quality, client focussed services to on-campus and online students and staff, onshore and offshore. They support equivalency of the learning experience for all students regardless of mode of enrolment.

Organisational Chart



Reporting Relationships

This position reports to: Manager Collection Services

This position supervises: This role has no direct reports however it may oversee the work of a small number of staff or contractors undertaking projects, from time to time.

Position Overview

The Coordinator Library Systems Integration is responsible for implementing and maintaining integration of library systems and interoperability between library and other university enterprise systems. The incumbent is also responsible for the administration and support of eReserve Management System; the Library's Reference and Information Requests Management System; proxy authentication system; and other third party software applications, including the library's RFID management system.

This position liaises closely with Coordinator, Library Discovery Services and Fulfilment, as well as external stakeholders including the University's Division of Learning and Teaching (DLT), Division of Information Technology (DIT) and other service providers, to optimise system integrations and to resolve problems arising from these applications.

The incumbent is also responsible for coordinating the development and implementation of processes to support decision-making and quality assurance in the Division.

Principal Responsibilities at Level 6

1. Working with Coordinator, Discovery Services and Fulfilment, support Library information processes and systems, Library's circulation technology, including RFID systems by:
 - Investigating, troubleshooting and monitoring issues
 - Raising incidents and cases with relevant stakeholders including DIT, DLT, Finance, ExLibris
2. Liaise with Library, internal and external stakeholders to:
 - Troubleshoot issues related to eReserve Management, Library Reference and Information Requests Management System, Proxy authentication system, RFID systems
 - Assist in testing required for new software versions
3. Provide expertise and advice to the Division, including:
 - Consult and advise Divisional staff on issues relating to quality assurance and work process improvement, and on new and innovative approaches to service delivery
 - Develop and provide user documentation, system training and ongoing advice to staff in these applications and keeping current with technology developments and applications.
 - Coordinate, analyse and submit relevant internal and external reports as required, e.g. annual CAUL statistics returns
4. Maintaining current awareness of developing trends and best practice in quality assurance and work process improvement and advising on its relevance to the Division.
5. Maintain an understanding of library and information metadata standards and practices (MARC, Dublin Core) for the purpose of performing metadata changes and maintenance tasks.
6. Undertake other duties appropriate to the classification as required including:
 - Contribute as part of the Collection Services Leadership team to the development and improvement of information services and resources, and support the section in achieving the Library's operational goals
 - Representing the Division on library management system matters as required
 - Representing the Division on appropriate forums within and outside the University

Additional Responsibilities at Level 7

7. Oversee the configuration and administration of library information processes and systems, or library interests in enterprise systems, including:
 - eReserve Management system,
 - Library Reference and Information Requests Management system.
 - Proxy authentication system
8. Provide expertise and strategic advice to the Division, including:
 - Consult and advise Divisional staff on issues relating to quality assurance and work process improvement, and on new and innovative approaches to service delivery
 - Consult and advise Divisional staff on issues relating to reporting and analytics, and including reporting needs and methods of data capture.
 - Consult and advise Divisional staff on issues related to Library systems, integration, capability and processes.
9. Coordinate the administration of the Library's circulation technology, including RFID systems and other device and software solutions, including;
 - Install and configure RFID software and hardware (tagging, circulation, smart-stock, equipment drivers, reader pads)
 - Liaise with DIT regarding network connectivity, IP configuration, firewall rules, remote access and security on all RFID devices
10. Liaise and negotiate with Library, University and external stakeholders, to:
 - Ensure integration of Library systems with Finance, Student Administration, and other University Enterprise systems to and enhancing these systems integration.
 - Coordinate and work with DIT, DLT and other external system providers to test new software versions, user authentication systems, and provide impact assessment on any changes to the systems.
 - Address and resolving complex system integration problems and issues arising from all above applications and report to system providers as needed and follow up until resolution.

Physical Capabilities

- Extensive computer work analysing and designing reports and spreadsheets.
- Work in other environments beyond the school such as other campuses as well as possible car and air travel. It will include work with a diverse range of staff, students and community members.
- 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>

Selection Criteria

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

Essential for appointment at Level 6

- A. Degree in librarianship or information management, normally with at least 2 years' subsequent relevant experience; or an equivalent level of knowledge gained through any other combination of education, training and/or experience
- B. Experience in using analytical skills for the diagnosis of problems and provision of innovative and practical solutions in a timely manner
- C. Proven capacity to liaise and negotiate effectively with a range of stakeholders at all levels within the Division, the University, and externally
- D. Understanding of quality assurance and work process improvement methodologies, tools and techniques and the ability to apply them appropriately
- E. Highly developed interpersonal and communication skills; including high level report writing skills
- F. Ability to work independently and collaboratively, and manage workload with competing priorities with minimum supervision
- G. High level competence in the use of library systems, computer applications including databases, spreadsheets, word processing, email and internet; and in data analysis and manipulation tools

Desirable for appointment at Level 6

- H. Recent experience in an academic or special library
- I. Familiarity with Ex Libris products, including Alma, Primo, and Leganto

Essential for appointment at Level 7

- A. Degree in librarianship or information management, normally with at least 4 years' subsequent relevant experience; or an equivalent level of knowledge gained through any other combination of education, training and/or experience
- B. Demonstrated ability for analytical and conceptual thought in the diagnosis of problems and provision of innovative and practical solutions in a timely manner
- C. Proven capacity to liaise and negotiate effectively with a range of stakeholders at all levels within the Division, the University, and externally
- D. Sound knowledge of quality assurance and work process improvement methodologies, tools and techniques and the ability to apply them appropriately
- E. Highly developed interpersonal and communication skills; including high level report writing skills
- F. Ability to work independently and collaboratively, and manage a complex workload with competing priorities with minimum supervision
- G. High level competence in the use of library systems, computer applications including databases, spreadsheets, word processing, email and internet; and in data analysis and manipulation tools

Desirable for appointment at Level 7

- H. Recent experience in an academic or special library
- I. Understanding of scripting languages and using APIs and harvesting standards
- J. Familiarity with Ex Libris products, including Alma, Primo, and Leganto

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 Occupational 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](#)