



Position Description

Senior Client Services Librarian

Client Services

Division of Library Services

Classification	Level 6
Delegation band	Delegations and Authorisations Policy (see Section 3)
Special conditions	Some weekend and evening work required in accordance with the provisions of Clause 24 of the Enterprise Agreement
Workplace agreement	Charles Sturt University Enterprise Agreement
Date last reviewed	18 March 2022



About Charles Sturt University

Purpose

The Wiradjuri phrase *yindyamarra winhanganha* means the wisdom of respectfully knowing how to live well in a world worth living in. This phrase represents who we are at Charles Sturt University – our ethos. It comes from traditional Indigenous Australian knowledge, but it also speaks to the vision of the university – to develop and spread wisdom to make the world a better place.

Vision

Charles Sturt University is set to undergo a decade of great reform that will see the university characterised by these key elements:

- An uncompromising drive towards excellence in every aspect of its operations
- A far-reaching strategic re-positioning of teaching, learning, research, and innovation
- A cementing of our position as Australia's pre-eminent rural and regional university

The overarching aim is to consolidate our institution so that it is demonstrably more resilient and sustainable by the end of the decade.

Goals

To deliver on our purpose and vision, the university has three key goals:

1. Maintain the university's position in the top five Australian universities for graduate outcomes based on employment and salary
2. Embed a culture of excellence across all aspects of the university's operations
3. Exponential growth in research, development, and innovation income in our chosen areas, delivering high impact outcomes for regional Australia

Our values

Charles Sturt has a proud history and is fortunate to have an outstanding group of diverse, passionate, and engaged people working with us. Our values of insightful, inclusive, impactful, and inspiring guide our behaviours and ways of working to help us achieve our ethos of creating a world worth living in.

Performance measures

In addition to the principal responsibilities all staff are required to contribute to the success of the university strategy including meeting the eight key university key performance indicators:

Our Students	<ul style="list-style-type: none">• Commencing progress rate• Student experience
Our Research	<ul style="list-style-type: none">• Research income• Research quality and impact
Our People	<ul style="list-style-type: none">• Engagement• All injury frequency rate
Our Social Responsibility	<ul style="list-style-type: none">• Underlying operating result• Community and partner sentiment



Division of Library Services, Client Services

The Division of Library Services supports the University's ethos of 'yindyamarra winhanga-nha' - 'the wisdom of respectfully knowing how to live well in a world worth living in'. We provide high quality information services and resources to support students, staff, and all members of the University campuses and its communities. We aspire to excellence in the provision of innovative library services delivered online, on-campus, and via distance services.

The Client Services section is responsible for ensuring all client groups have equitable access and appropriate skills and support to use the Library's information resources.

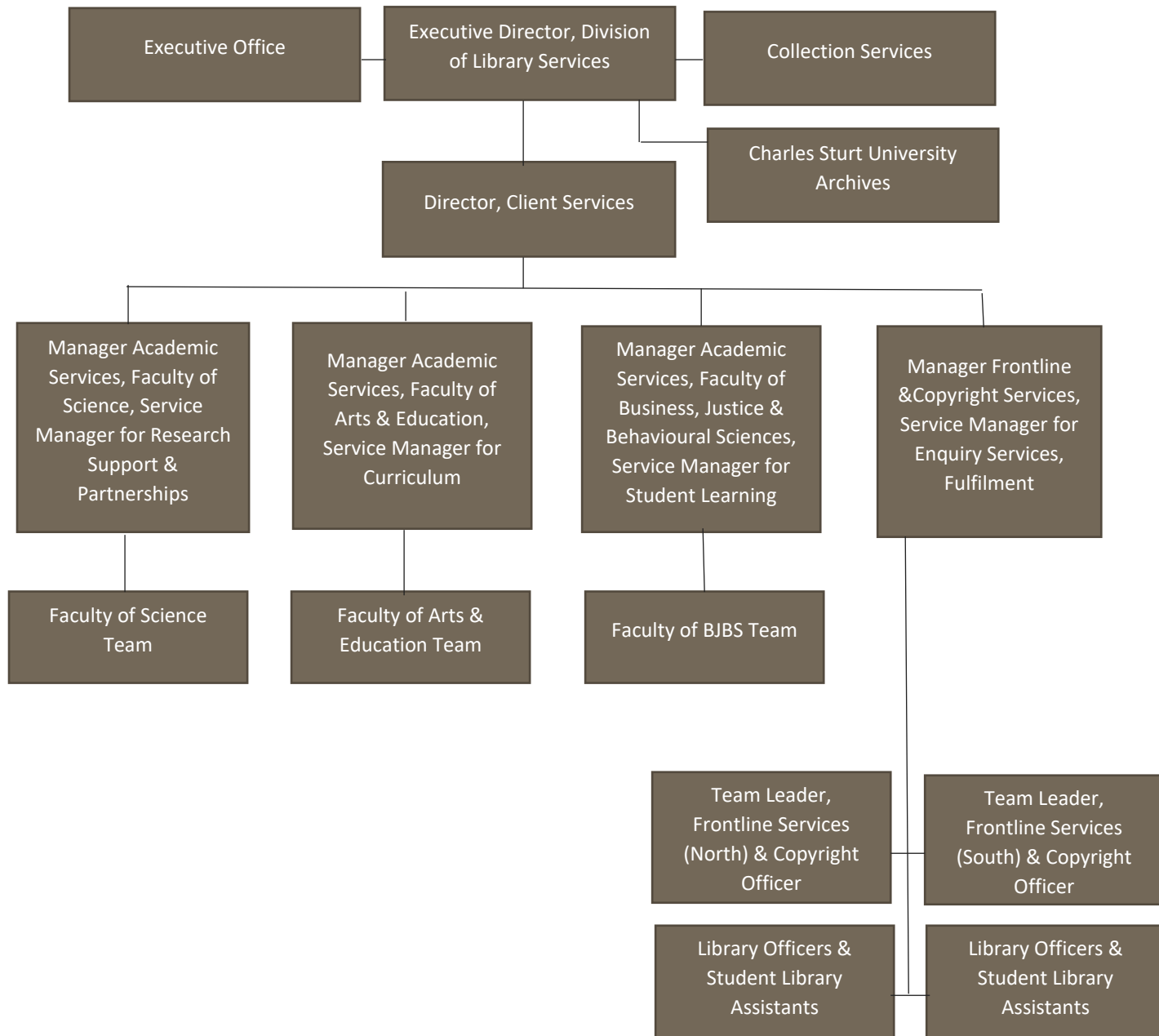
This is achieved through:

- providing integrated and targeted library and information support to students, academic staff, researchers, and other library clients;
- lending and/or scanning physical resources to staff and students, both on and off campus, or to external clients;
- providing access to flexible learning spaces, facilities and technology, in collaboration with other sections and Divisions;
- adopting embedded and scaffolded approaches to providing information and digital literacy support and training;
- maintaining academic and University Partner relationships; and
- marketing library services and facilities.

Staff in Client Services can work flexibly across the various teams as required.



Organisational chart





Reporting relationship

This position reports to: Manager Academic Services, Faculty of Arts and Education
Or
Manager Academic Services, Faculty of Business, Justice and Behavioural Sciences
Or
Manager Academic Services, Faculty of Science

This position supervises: This position does not have formal direct reports, but may mentor or oversee the work of
Client Services Librarians (Level 5)
Library Officers (Level 4)
Student Library Assistants

Key working relationships

- Academic Staff
- Students, including Higher Degree students
- Team Leader Frontline Services and Copyright Officer
- Collection Services section
- Key divisions across the University

Position overview

The Senior Client Services Librarian provides advanced, high level information and library services to support the University's learning, teaching, and research strategies. The focus of this role is to work with academic staff and higher degree researchers. The role will be based within a Faculty team. Within that team the Senior Client Services Librarian may be asked to take a leading role in developing innovative knowledge in a particular area relevant to the broader academic library sector eg. Open Access or emerging technologies etc.

They may also be asked to focus on particular Schools and/or research areas. The Senior Client Services Librarian will participate in cross-campus/Divisional work teams and projects.

The Senior Client Services Librarian may be required to take on additional responsibilities or rotate through roles within the Section as commensurate with their classification level.



Principal responsibilities

- Work in an integrated team providing services across three areas; research support, curriculum support, and student learning
- Curriculum support and liaison, which may include course and subject reviews, accreditation reports, reading list support, eReserve and copyright liaison, or assisting in developing curriculum and teaching resources
- Research and scholarly publication support, which includes but is not limited to research data management, grant applications and research impact
- Designing, delivering and evaluating classes, information literacy and training programs, face-to-face or online to students and staff
- Developing professional relationships with academic staff through liaison with schools
- Mentoring, overseeing and training library staff in the areas of curriculum support, student learning and research support
- Providing specialist information services and advice for staff and students virtually and through physical service points
- Developing and maintaining support material and resources such as Library guides, web pages, videos and manuals
- Assisting in the evaluation and development of the Library's collections to ensure that they meet the learning, teaching and research needs of the University
- Other duties appropriate to the classification as required, including participating in Divisional and University committees, assignments and leading projects and working parties, contributing to the development and coordination of services



Role-specific capabilities

This section comprises capabilities from the Charles Sturt [Capability Framework](#) identified as essential or critical for success in this role.

Focus on service	Strive to meet needs and exceed expectations of our students, communities and colleagues (performance focus, quality outcomes, student welfare, equity and conduct).
Innovative	With creativity at our core, be open to new ideas and seek to find better ways.
Live our values	Uphold the Charles Sturt University values daily in our own behaviours and interactions with others.
Network	Bring people together and build relationships that deliver desired benefits and outcomes.
Present and communicate information	Speak clearly and fluently, express opinions, make presentations, respond to an audience, show credibility.

Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond the school, such as other campuses, as well as possible car and air travel and work with a diverse range of staff, students and community members..
- On occasion drive a university vehicle distances up to 500km per day within the terms of the university's [Driving Hours Guidelines and Policy](#)
- Perform in an accurate and timely manner push/pull, reaching, grasping, fine manipulation tasks, including lifting items up to 10kg.



Selection criteria

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

Essential

- A. Completion of a degree in Library and Information Science, normally with 2 or more years' subsequent relevant experience, or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Eligibility for Associate membership of the Australian Library and Information Association (ALIA).
- C. Demonstrated computer skills including library management systems and learning resource creation, and ability to learn new applications and emerging technologies.
- D. Demonstrated experience in using online information resources including library search tools to locate information for academic or professional purposes.
- E. Strong oral, written, interpersonal and communication skills, and the ability to develop and maintain relationships across the organisation to achieve strategic and operational goals.
- F. Demonstrated experience in providing high quality, customer-focussed services, preferably in an academic library through initiative, flexibility, and problem-solving skills.
- G. Demonstrated experience in developing, delivering, and evaluating advanced information literacy or research support training, preferably in an academic environment.
- H. Proven ability to work unsupervised, both independently and cooperatively as part of a dispersed, multi campus team.
- I. Demonstrated ability to lead, motivate and develop from within a team.

Desirable

- J. Certificate IV in Training and Assessment, or other relevant education experience or qualifications.



● Brisbane

New South Wales

● Dubbo

● Port Macquarie

● Orange

● Bathurst

Goulburn
NSW Police Academy ●

● Sydney

● Wagga Wagga

● Canberra

● Albury-Wodonga

● Wangaratta
Regional Study Centre

Victoria

● Melbourne

● - Capital city ● - Campus location

