

# Library Officer

## HEP Level 4

<b>POSITION NUMBER</b>	15848G
<b>ORGANISATIONAL UNIT</b>	University Library
<b>POSITION REPORTS TO</b>	Campus Librarian/Senior Librarian
<b>OVERALL PURPOSE</b>	The Library Officer overall purpose is to provide high-quality front-line library services and administrative support, both in-person and online. This includes assisting with the lending and return of physical resources, responding to routine enquiries, and supporting access to library spaces and services. The role contributes to a positive experience for the University community by ensuring efficient and effective access to library resources and facilities.
<b>ORGANISATIONAL CONTEXT AND RELATIONSHIPS</b>	<p><b>Within the University the position:</b></p> <ul style="list-style-type: none"> <li>◆ works closely with the Campus Library Services Team and colleagues across the University Library</li> <li>◆ liaises with other University staff as required in relation to referral of queries and other initiatives</li> </ul> <p><b>Outside the University the position liaises with:</b></p> <ul style="list-style-type: none"> <li>◆ May liaise with Library staff at other Universities regarding interlibrary loans or collaborative initiatives</li> </ul>
<b>LOCATION/CAMPUS</b>	The position is currently located at the Footscray Park & City Tower Campuses of the University but may be required to perform duties across any of the campus libraries on occasion. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

### KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

**Deliver** – Excellence Results-driven, accountability, problem solving focus.

**Engage** – Customer service mind-set internally, externally and particularly for students.

**Collaborate and Partner** – Build successful relationships, communicate effectively, influence and negotiate.

**Innovate** – Entrepreneurship, growth, continuous improvement, digital transformation.

**Lead** – Inspire direction, lead change, manage and develop people.

## OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

## ORGANISATIONAL UNIT

The University Library is part of the Tertiary Education Portfolio which has overall responsibility for all of VU's University and TAFE programs, including oversight of higher education academic colleges and the VU First Year College and VU Block Model.

## MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Provide high-quality front-of-house library services to the University community across multiple channels, including the physical service desk, online chat, email, and telephone.
- ◆ Respond to routine reference, collection, and information access enquiries, referring more complex matters to appropriate library staff or University service providers in accordance with agreed service frameworks.
- ◆ Undertake collection maintenance activities, such as reshelving, deselection, relocation of items, and updating records.
- ◆ Support access to information resources by processing electronic readings, reading lists, and interlibrary loan requests.
- ◆ Utilise the Library Management System and other University platforms to locate and retrieve information, enable access to resources, and process electronic readings and interlibrary loan requests.
- ◆ Monitor public areas of the Library to ensure a safe and welcoming environment, conducive to quiet study, teaching, learning, and collaborative work.
- ◆ Assist with Library engagement activities, including Open Day and Orientation, by supporting tours and workshops as directed
- ◆ Maintain records and statistics relating to the utilisation of library services and spaces. Contribute to projects and other key library initiatives as required, within the scope of the role.

## TYPICAL/MAJOR CHALLENGES

- ◆ Demonstrate ability to make decisions on day to day work tasks and within established procedures, seeking guidance when required.
- ◆ Apply efficient and productive methods to perform duties within area of responsibility and contribute ideas to improvement of own work area processes and practices
- ◆ Demonstrate excellent customer service skills and an ability to collaborate effectively across teams and functional areas including referring enquiries when and as required

## LEVEL OF SUPERVISION

- ◆ Operates under routine supervision/ general direction from the Campus Services Librarian/Senior Librarian

## PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Understanding of a dual sector University and the difference between TAFE and Higher Education.
- ◆ Effectively utilise relevant Library University systems and databases, including ILMS, eReadings and Interlibrary Loans platforms, LibApps suite and MS Suite (i.e. Word, Excel, Outlook) and under how these systems relate to service provision and tasks.
- ◆ Awareness of the role copyright plays in an academic library setting including in relation to provision of course resources, readings and document delivery.
- ◆ Understanding and application of own work area processes, policies and procedures and how they interact with other work areas.
- ◆ Effectively prioritise tasks and activities, and deliver objectives within established guidelines.
- ◆ Ability to apply knowledge of library systems and procedures to routine tasks with minimal supervision.

## KEY SELECTION CRITERIA

### Essential

1. Associate diploma level qualification with relevant work related experience or Certificate level qualification with post-certificate relevant work experience or Post-trades certificate or Advanced certificate and extensive relevant experience and on the job training or Equivalent combination of relevant experience and/or education/training.
2. Excellent written and verbal communication skills, with well-developed interpersonal abilities. Proven ability to deliver high-quality client and customer service in a professional environment. Demonstrated Library experience in supporting library users with basic reference and information access enquiries, including resolving routine technical or access-related issues.
3. Experience working in a library or information services environment.
4. Ability to work collaboratively and effectively as part of a team, as well as independently to meet

the objectives of the role.

5. A current E (Employee) Working with Children Check.

**Desirable**

1. Previous experience in a tertiary education institution or academic library.
2. Previous experience working with electronic readings platforms or with the provision of interlibrary loans or document delivery.

# Organisational Chart

