

Knowledge & Research Centre, Research Librarian

Reporting to:	Knowledge & Research Centre Team Leader
Reporting staff:	Nil
Primary objective:	The Knowledge & Research Centre Research Librarian is responsible for responding to reference and research requests and ensuring a high quality reference and research service is provided at all times.
Key internal relationships:	<ul style="list-style-type: none"> Partners, Solicitors, Business Development and all other staff in the local office and other offices as required Knowledge Management team including the Knowledge Centre, Knowledge Content and Knowledge Sharing
Key external relationships:	Other law libraries locally and nationally
Hours:	Standard HR in keeping with library shifts
Primary responsibilities:	<ul style="list-style-type: none"> As below
Primary activities:	<p>Reference services</p> <ul style="list-style-type: none"> Provide simple and complex reference services to internal clients, using print and electronic resources Assist users to develop their own research strategies using print and electronic resources Conduct complex research tasks Assist with the development and maintenance of policies and procedures, if required Provide reports on online usage trends and reference and research requests if required <p>Library management systems</p> <ul style="list-style-type: none"> Classify and catalogue new materials if required

- Assist in the evaluation of electronic products
- Provide feedback regarding services and subscriptions
- Knowledge sharing

Current awareness

- Set up and distribute media searches and other current awareness services to users

Knowledge Centre promotion

- Assist with Knowledge Centre tours
- Assist with induction programs
- Assist with legal research training where appropriate

Knowledge management

- Implement knowledge management initiatives at the direction of the Knowledge Centre Manager

Procurement

- Provide recommendations for purchasing new titles based on trends and feedback

General

- Other Knowledge Centre and administrative tasks as required

Special projects: Participate in local and national projects as required

Key Performance Indicators:

- Reference requests and complex research are completed on time and to the satisfaction of the user
- Positive feedback from users and other members of the Knowledge Management team
- Increased use of resources
- Demonstrated ability to work within policies and guidelines and to contribute to the attainment of Knowledge Centre goals as set by the Knowledge Centre Manager
- Contribution to national and integrated Knowledge Management solutions and to implementation of the firm's Knowledge Management strategy

Person specifications: Essential

- Tertiary qualifications in librarianship (or equivalent)
 - Minimum 2 year's experience in a law library
 - Excellent communication skills
 - Display strong reference skills and interpersonal skills with a client service orientation to meet user needs
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- Good team player
- The flexibility to vary working hours to suit client and library needs from time to time

Desirable

- Understanding of knowledge management principles
- Experience in presenting legal research training programs

Technical skills:

- An understanding of the legislative process and legal concepts
- Thorough understanding of legal research methodologies
- Experience with an automated library system
- Demonstrated use in online resources for legal and business research
- Understanding of professional services firm environment desirable

Competencies

People and teams

- Communicates and relates well to others – Builds rapport well; is a good listener; builds constructive and effective relationships; diffuses high-tension situations comfortably
- Is trusted and depended upon by team members – Is truthful and can present the truth in an appropriate and helpful manner; keeps confidences and admits mistakes; doesn't misrepresent for personal gain
- Stays composed under pressure – Can be counted on to hold things together during tough times; handles stress well; is not knocked off balance by the unexpected
- Lives and role models organisational values and ethics – Develops job knowledge and expertise through continual professional development; shares expertise and knowledge with others

Technical excellence

- Applies excellence to their daily work - Develops knowledge and expertise through continual professional development; shares expertise and knowledge with others

Commerciality

- Knows how businesses work – Understanding of what is important to our clients; pursues opportunities that are of benefit to our firm and our clients; knows who the competitors are
 - Makes quality decisions – Makes good decisions based upon a mixture of analysis, wisdom, experience and judgment; is sought out by others for advice and solutions
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Building the business

- Delivers results and meets customer expectations – Focuses on client needs and satisfaction; anticipates client needs; ensures commitments to clients are met; sets high standards for quality and quantity; takes personal responsibility for resolving client concerns; seeks feedback

Management

- Achieves personal work goals and objectives – Accepts and tackles demanding goals with enthusiasm; sees things through to completion; perseveres when faced with resistance or setbacks; anticipates and adjusts for problems and roadblocks; measures performance against goals and prioritises effectively; spends his/her time on what is important.

LocationPerth
