



## Knowledge & Research Centre, Research Librarian

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

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- 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

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**Special projects:** Participate in local and national projects as required

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**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

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**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

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**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

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**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.

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<b>Location</b>	Perth
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