

POSITION DESCRIPTION – GENERAL STAFF

ECU Mission: To further develop valued citizens for the benefit of Western Australia and beyond, through teaching and research inspired by engagement and partnerships.
Values: Integrity, Respect, Rational Inquiry, Personal Excellence.

Position Title:	Library Technician	HEW Level:	HEW 4	*HR Endorsed:	David Benetti	Date:	9 January 2014
Business Title:	Library Technician	Position No:	Various	Reporting To:	Librarian/Library Coordinator		
Faculty or Centre:	Library Services Centre	School or Business Unit:	Library Learning & Experience (LLE) & Library Research & Discovery (LRD)	*HR Delegation Approval:	David Howard		

**This position description has been reviewed and evaluated (HR Endorsed) and is an accurate description of the requirements of the position (HR Delegation Approval)*

Role Statement: This position is responsible for assisting with the efficient and effective delivery of library services to clients. Depending on the team to which they are assigned, a Library Technician may answer client enquiries, assist with collections management activities, contribute to the maintenance and delivery of library systems related services, or supervise staff/activities.

Context

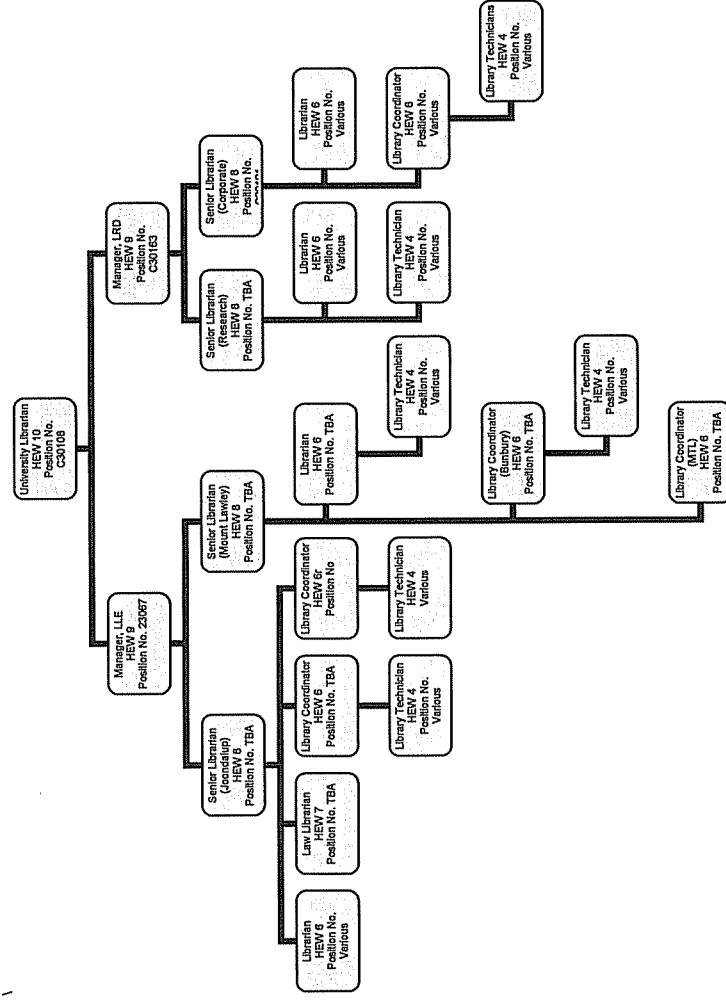
The mission of Edith Cowan University is to further develop valued citizens for the benefit of Western Australia and beyond, through teaching and research inspired by engagement and partnerships.

The Library Services Centre aims to provide information services that are customer focused, accessible, integrated and reliable in support of the university's mission and its learning, teaching and research goals.

The Library Services Centre provides a range of specialist information services to support teaching and research activities for students and academic staff, university-wide, both on or off campus. These services include the provision of electronic and print information sources, reference and specialised support to researchers, information literacy, document supply, loans, reserve operations and management of the library study environment.

Library Technicians play a vital role in service delivery within the Library Services Centre. They may be assigned to work in a range of key areas including enquiries, lending, inter-library loans, acquisitions, licensed resources, or repositories. Library Technicians may undertake evening shift and weekend duties, and can be assigned to any campus library or library team, depending on organisational requirements.

Organisation Chart



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ACCOUNTABILITIES	CAPABILITIES
1. Provide effective and customer focused delivery of services to library clients. This can include answering client enquiries while exercising judgement in appropriate referral, participating in cross campus and cross institutional coordination of loans services and document supply, performing tasks related to acquisitions, orientation, licensed resources, resource description, repositories, and the maintenance of library collections. 2. Contribute to the goals of the Library and assigned unit through the accurate, positive and seamless completion of administrative activities. 3. Contribute to the continuous improvement of library services through active participation in relevant initiatives, the sharing of relevant and applicable knowledge, and the training and mentoring of new staff. 4. Contribute to library projects, as required. 5. Employees are required to participate in all ECU team, and individual planning activities; comply with ECU policies and practices in all aspects of their work and conduct; and ensure the safety and wellbeing of themselves and others by complying with OSH and EO requirements.	1. Qualifications: Completion of a diploma level qualification with relevant work related experience, or extensive experience and specialist expertise or broad knowledge in the library technician field or an equivalent level of expertise gained from a combination of experience, training or professional accreditation. Eligibility for Library Technician membership of the Australian Library and Information Association is desirable. 2. Experience: Demonstrated experience in working in at least one of the following areas: • Provision of services using a library management system and PC environment (with associated software applications). • Knowledge of the principles of library information services and loan procedures, policies and their implementation. • Demonstrated proficiency in using and promoting a range of information technology services, such as web-based products. • Provision of customer-focused, administrative support tasks 3. Customer Focus: Managing and focusing on all aspects of customer service to achieve quality outcomes for all parties involved. Involves identifying customers' needs and value, managing customer relationships, marketing services to customers and continually evaluating and improving customer service. 4. Interpersonal Skills: The ability to work cooperatively with others to accomplish joint tasks and common objectives. Involves building positive working relationships with others and a focus on preserving and strengthening the ongoing relationship. Showing respect for others' views and opinions by listening to and discussing these opinions. 5. Computer Literacy: All organisational staff use technology, therefore it is necessary to be computer literate; to understand at a minimum the basic functions of a computer and common programs including word processing, spreadsheet, database, presentation and email software. The ability to seek help and update knowledge when need be. 6. Individual Planning and Self Management: The ability to plan and organise own work to maximise the use of time, avoid unnecessary effort and meet deadlines. Includes time management skills; the ability to handle multiple priorities or assignments and to determine when it is necessary to involve others to meet work requirements. The ability to plan and organise own work to maximise the use of time, avoid unnecessary effort and meet deadlines.

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Typical Tasks and Activities

The activities and responsibilities in this section provide examples of tasks that can reasonably be expected as a part of each accountability. The list is not exhaustive. It is not expected that each Library Technician would be able to perform all of the listed activities. Actual duties performed are dependent on the needs of each team, the allocation of responsibilities amongst staff by the supervisor and the limited amount of working hours in the week.

Customer Focus Accountability

Provide effective and customer focussed support in any of the following areas, including:

- Answering face-to-face, online and telephone enquiries from clients, including basic reference, loans and renewals
- Referring clients to specialists within the Library or wider University for assistance with more complex issues
- Assist supervisor with daily operations
- Supply materials requested by University clients and clients from other libraries

Administrative Accountability

- Collect and maintain statistical information for specific services (e.g. loans statistics)
- Use standard university software packages and ECU systems and processes to access, maintain, produce and distribute correspondence, files, data and standard reports.
- Operate and administer IT systems and databases utilised within their area.
- Process, reconcile and monitor accounts, invoices and credit cards.
- Communicate with students, academic staff, vendors and suppliers
- Conduct regular collection management activities (e.g. deselection)

Continuous Improvement Accountability

- Train and induct staff or students.
- Suggest, plan and work with Supervisor to set goals and implement changes to benefit team and improve outcomes
- Participate in ongoing training and development activities
- Participate in or represent Centre in appropriate committees (e.g. local administrative forums, OSH committees).

Projects Accountability

- Contribute to library projects as assigned.

Mandatory ECU accountability

- Employees are required to participate in all ECU, team, and individual planning activities; comply with ECU policies and practices in all aspects of their work and conduct; and ensure the safety and wellbeing of themselves and others by complying with OSH and EO requirements.
 - Comply with ECU and Library policies.
 - Exemplify ECU values.
 - Strive to be a model member of ECU staff.