**POSITION DESCRIPTION**

|  |  |
| --- | --- |
| **Position** | Library Officer |
| **Position Number** |  | **Level/ Classification:** | HEW0304 |
| **Reports to** | Senior Librarian Teaching & Learning |
| **Unit** | Library & Knowledge Services |
| **Directorate** | Student & Library Services |
| **Positions Supervised** | Nil |

**Position Purpose**

Under the direction of the Senior Librarian, Client Engagement, this position plays a key role in delivering an enquiry and lending service, answering client questions and referring on when appropriate.  This position works as part of a team who monitor the study facilities to ensure they are fit for purpose and are involved in a range of customer focused projects and activities to support and improve the delivery of Library services and in particular the work of the Teaching and Learning team. This to include the creation of online reading lists and supporting academic colleagues to do so.

**About Murdoch University**

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice and inclusion, and making education accessible to more people.

Founded as Western Australia’s second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our [Strategy, Ngala Kwop Biddi, 2023-2030](https://www.murdoch.edu.au/explore/our-strategy) guides the University’s direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.

The Strategy is focused on three key themes:

* Sustainability: Be a leading university in education, teaching and translational research in sustainability.
* Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
* First Nations: Become the University of first choice for First Nations peoples.

Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government and industry.

**About the Work Area**

The Library is primarily responsible for providing information resources and services to the academic community in support of learning, teaching and research.   The Library provides a friendly, engaging and professional service, focused collections, training and assistance in the location and use of information resources and an environment conducive to study.

Client Services is responsible for co-ordinating the management and development of digital and physical enquiry services, organisation of print collections and the provision and maintenance of library study facilities across all our libraries. Gathering and analysing client feedback and exploring the user experience to identify improvements and opportunities for new services and facilities, as well as process improvement.

The Learning & Teaching team provide digital literacy training and support in the use of information resources and bibliographic software, support academic colleagues in the creation of online reading lists, promote the services and support of the Library to the university and broader community.

**Reporting Relationships**

**Key Responsibilities / Duties**

1. Provide enquiry, circulation and lending services for patrons both on and off campus.
2. Contribute to the processing of books into and out of the high demand print collection to ensure it meets current needs.
3. Deal with client requests to join the Library from Community, Alumni and other types of members.
4. Refer clients to other university services as appropriate.
5. Log enquiry statistics and produce reports as needed.
6. Contribute to the maintenance of a high quality study environment by proactively reviewing facilities to ensure they are fit for purpose and any issues are logged for attention.
7. Undertake user experience activity and surveys to obtain client feedback to input to service improvement.
8. Contribute to creating and building online reading lists and communicating with academic colleagues about deadlines and processes.
9. Carry out, and assist with, other duties as required.

**Selection Criteria**

**Essential**

1. Completion of Year 12; or equivalent relevant experience or combination of relevant experience and education/training
2. Demonstrated ability to communicate effectively with a range of client groups and with colleagues
3. Demonstrated ability to provide excellent client services
4. Demonstrated ability to work both as part of a team and independently as required
5. Demonstrated competency in the use of Microsoft Office and knowledge of electronic information resources
6. Demonstrated ability to work accurately and with attention to detail

**Desirable**

1. Previous experience working in a library

**Work Requirements**

1. Ability to work outside of normal office hours when required.

**General Obligations**

* While at work, an employee must:
* take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons;
* report incidents, injuries and hazards;
* comply with any reasonable instruction that is given by Murdoch University; and
* comply with Murdoch University policies and procedures.

**Guiding Principles and Values/Code of Ethics and Code of Conduct**

Our Values

* Authenticity
* Integrity
* Respect
* Inclusivity
* Openness

Our Principles

* Act with justice, respect and responsible care.
* Be collegiate and respectful of other points of view.
* Protect academic freedom.
* Be agile, flexible and resilient.
* Make decisions at the most appropriate level.
* Be transparent in decision-making and with information.
* Adopt common approaches to common tasks.
* Be careful stewards of our resources.

All staff will comply with the University’s Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

All Staff complete a Development Review Annually. A Commencing Development Review should be completed within 3 months of commencement.

*We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.*