

Position



Description

Position Title: Library Officer (Customer Services)	Classification: Bond Level 3
Faculty/School/Office: Library Services	Date Position Classified/Updated: November 2023

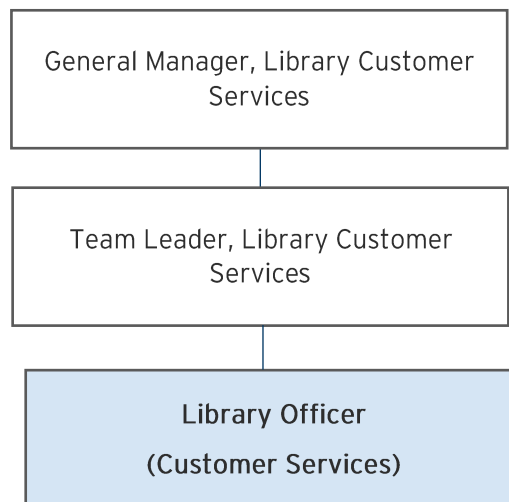
Purpose of the Position:

As a member of the Library Customer Services team, this position is responsible for the provision of a range of frontline library support services at the Library Service Desk with a focus on lending services. The incumbent also assists in the administration of functional operations such as reserve processing, reading lists, document delivery, and inter-library loans.

Quality customer service is the primary focus of this position.

Reporting Relationship:

This position reports to the Team Leader, Library Customer Services:



Selection Criteria:

- Education and Qualifications: Certificate 4 or Diploma of Library and Information Studies and / or relevant work experience, or an equivalent combination of relevant knowledge, experience, and training.

- Knowledge and experience: High-level skills in the use of current technologies for the delivery of library services. Well-developed computer skills including experience in the use of a wide range of software applications and library management systems.
- Customer service: Demonstrated ability to respond proactively to the needs of customers maintaining a high level of professionalism at all times.
- Attention to detail: Demonstrated skills in accurate data entry and ability to exercise judgment within policy and procedure constraints.
- Communication skills: Proven ability to communicate effectively both orally and in writing with a wide variety of people demonstrating respect, discretion and confidentiality.
- Teamwork: Demonstrated ability to work effectively as a team member with a commitment to productive work relations, supporting others and resolving conflict.
- Initiative and adaptability: Commitment to the improvement of work processes and practices. Ability to innovate, initiate and adapt to the changes required in a technological and rapidly changing information environment.
- Planning and organising skills: Demonstrated ability to manage workloads, establish priorities and work cooperatively to meet competing deadlines. Well-developed organisational, problem solving and analytical skills.

Desirable Criteria:

- Experience in a lending services section of a tertiary institution.
- Knowledge of the Library of Congress Classification Scheme.

Competency	Responsibility
Provide quality customer service	<ul style="list-style-type: none"> • Provide excellent customer service and maintain a high level of professionalism in all aspects of the role at all times • Assist borrowers with borrowing functions including loans, returns, renewals, holds, etc. • Use judgment to solve problems and resolve borrowing issues with students and staff • Respond to enquiries and provide information and assistance related to Library Services equipment, resources and facilities • Log incidents via ITS online service desk • Assist customers in the use of personal mobile devices • Participate in Library Services orientation initiatives • Participate in maintaining overall presentation of Library facilities and collections • Maintain knowledge of the library and the university, its services, products and policies and use this knowledge to provide informed, consistent advice and/or referral of services.
Process print and digital resources	<p>Perform operational duties in the following functional areas:</p> <ul style="list-style-type: none"> • Maintain lending systems; e.g. overdue processing, replacement cost processing, etc. • Process and make available digital course materials in accordance with Copyright regulations • Process Interlibrary loans and document delivery requests • Prepare, process and maintain print and digital resources for Library collections • Search a range of databases and other sources to obtain bibliographic and location data

	<ul style="list-style-type: none"> • Assist in the processing and receipt of orders for new library resources • Create and maintain library system records • Maintain electronic journals and links • Resolve workflow issues on a daily basis • Record statistics • Participate in the preparation and maintenance of Library Services documentation.
Organisation and teamwork	<ul style="list-style-type: none"> • Prioritise own workload to meet changing needs and competing deadlines • Contribute to the professional development of the Customer Services team and the wider Library team • Serve on Library Services-wide teams • Liaise with relevant Library Services staff and University staff in all areas as required • Contribute to project work as required • Other duties as required.
Understanding of Quality Assurance	<ul style="list-style-type: none"> • Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University. • Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.
Understanding of Cultural Sensitivity	<ul style="list-style-type: none"> • Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. • Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.
Understanding of WHS Responsibilities	<ul style="list-style-type: none"> • Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area. • All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame. • Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).

Note – the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.