



## Position Description

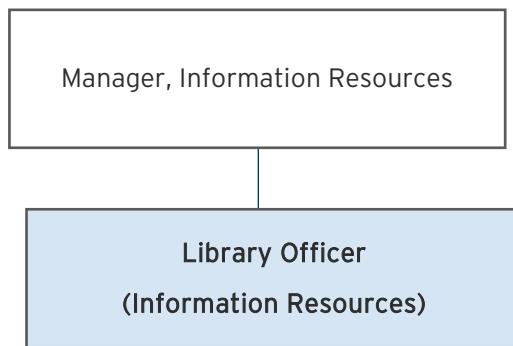
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| <b>Position Title:</b><br>Library Officer (Information Resources) | <b>Classification:</b><br>Bond Level 3                    |
| <b>Faculty/School/Office:</b><br>Library Services                 | <b>Date Position Classified/Updated:</b><br>February 2025 |

### Purpose of the Position:

As a member of the Information Resources team in Library Services, this position is responsible for the provision of a range of services associated with the acquisition, cataloguing and processing of print and digital resources for the Library collection. The incumbent also performs a range of frontline library and customer support services as a member of the Customer Service team with a focus on lending services. Quality customer service is the primary focus of this position.

### Reporting Relationship:

This position reports to the Manager, Information Resources:



### 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.
- Information Resources: Experience working with bibliographic records.
- 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 information resources and a lending services section of a tertiary institution.
- Knowledge of the Library of Congress Classification Scheme.

| Competency                                 | Responsibility  |
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| <b>Process print and digital resources</b> | <p><b>Acquisitions</b></p> <ul style="list-style-type: none"> <li>• Search bibliographic resources to verify order details.</li> <li>• Place orders and encumber funds.</li> <li>• Prioritise urgent orders.</li> <li>• Download bibliographic records.</li> <li>• Receive and accession incoming materials.</li> <li>• Process print/electronic invoices for payment.</li> <li>• Communicate with library staff and vendors on issues relating to ordering and supply.</li> </ul> <p><b>Cataloguing</b></p> <ul style="list-style-type: none"> <li>• Search a range of databases and other sources to obtain bibliographic and location data.</li> <li>• Use copy cataloguing to create, import, edit and maintain library system records.</li> <li>• Verify, assign and edit classification numbers.</li> <li>• Prioritise urgent cataloguing.</li> <li>• Maintain records and links for electronic journals and books.</li> <li>• Process deselection of materials from the collection including removal of items/records from the library system and Libraries Australia and maintenance of the Asset register.</li> </ul> <p><b>End Processing</b></p> <ul style="list-style-type: none"> <li>• Physical processing of library materials.</li> <li>• Review shelf ready material received from vendors.</li> </ul> <p><b>Customer Services Processing</b></p> <ul style="list-style-type: none"> <li>• Maintain lending systems; e.g. overdue processing, replacement processing, etc.</li> <li>• Process and make available digital course materials in accordance with Copyright regulations.</li> <li>• Process Interlibrary loans and document delivery requests.</li> <li>• Record statistics.</li> </ul> |

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|   | <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Report library management system problems.</li> <li>• Resolve workflow issues daily.</li> <li>• Participate in the preparation and maintenance of Library Services documentation.</li> </ul>  |
| <p><b>Provide quality customer service</b></p>      | <ul style="list-style-type: none"> <li>• Provide excellent customer service and maintain a high level of professionalism in all aspects of the role at all times.</li> <li>• Assist borrowers with borrowing functions including loans, returns, renewals, holds, etc.</li> <li>• Use judgment to solve problems and resolve borrowing issues with students and staff.</li> <li>• Respond to enquiries and provide information and assistance related to Library Services equipment, resources and facilities.</li> <li>• Log incidents via ITS online service desk.</li> <li>• Assist customers in the use of personal mobile devices.</li> <li>• Participate in Library Services orientation initiatives.</li> <li>• Participate in maintaining overall presentation of Library facilities and collections.</li> <li>• 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.</li> </ul> |
| <p><b>Organisation and teamwork</b></p>             | <ul style="list-style-type: none"> <li>• Prioritise own workload to meet changing needs and competing deadlines.</li> <li>• Contribute to the professional development of the Customer Services team and the wider Library team.</li> <li>• Serve on Library Services-wide teams.</li> <li>• Liaise with relevant Library Services staff and University staff in all areas as required.</li> <li>• Contribute to project work as required.</li> <li>• Other duties as required.</li> </ul>   |
| <p><b>Understanding of Quality Assurance</b></p>    | <ul style="list-style-type: none"> <li>• Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University.</li> <li>• Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.</li> </ul>  |
| <p><b>Understanding of Cultural Sensitivity</b></p> | <ul style="list-style-type: none"> <li>• 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.</li> <li>• Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.</li> </ul>  |
| <p><b>Understanding of WHS Responsibilities</b></p> | <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).</li> </ul>   |

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.