

THE UNIVERSITY OF NEW ENGLAND

POSITION STATEMENT

Equity principles underpin all UNE policies and procedures. The University is committed to EEO principles, values cultural diversity, and recognises that all its employees have a contribution to make in ensuring an equitable and harmonious working environment.

DEPARTMENT : University Library
POSITION TITLE: Library Assistant (Document Services)
POSITION NO.: 1176
REPORTS TO : Document Services Coordinator 3724
CLASSIFICATION : HEO4
DATE CLASSIFIED: 15 January, 2009

DIMENSIONS OF POSITION:

This position is within the Information Services Department of the University Library. The Department provides library services to the students and staff of the University and to community borrowers through the Dixson Library and the Law Library.

The Information Services Department provides document, lending and enquiry services, delivers generic and specialised information literacy training, liaises with academic staff, undertakes collection development activities, and produces print and electronic guides to Library services and resources.

This position works primarily in the Document Services Unit as part of the Information Services team and is based in Dixson Library, but may be required to work in the Law Library.

The incumbent will be required to work on a rostered basis during the full span of Library opening hours, including weekends.

POSITION OBJECTIVES:

- to provide inquiry, lending and document services to staff and students of the University.
- to assist in the provision and maintenance of a Reserve service.
- to maintain, and provide assistance in use of, library equipment such as photocopiers, audio-visual and microform equipment.

DUTIES :

Under the procedural direction of the Document Services Coordinator

1. Work regular shifts at the enquiry desk, transacting loans, renewals and recalls, processing returned loans, dealing with enquiries on fines and charges, taking payments and clearing fines, and responding to general reference and directional enquiries. Required to operate the library cash register. Perform opening and closing procedures. Resolve circulation problems, referring complex problems to the Reference Librarian (Circulation).
2. Answer routine in-person, telephone, and email library enquiries entailing some specialist knowledge of electronic information resources and retrieval methods. Explain library rules and procedures, referring more complex issues as appropriate.
3. For external students and other libraries, identify, retrieve and lend, or provide copies of, items from the collections. Provide reference to online sources for the information requested where appropriate.
4. Place document delivery requests for library users, including difficult items and those requiring individual sourcing from overseas providers.
5. Perform a range of Reserve service duties, including assisting in the preparation of Reserve Collection material in print and electronic format and create brief catalogue entries.

6. Process and despatch Library notices and record statistics on activities.
7. Check the Library's collections for missing items and follow up with appropriate actions.
8. Provide information and advice for users on Special Borrower privileges at the Dixon Library and process applications and payments.
9. Maintain, and provide assistance in use of, library equipment such as photocopiers, audio-visual and microform equipment. Provide assistance with photocopying, printing and the copy/print payment system to patrons.
10. Re-shelve library materials and maintain collections as required.
11. Undertake and/or coordinate assigned tasks, for example preparing displays or assisting Librarians in collection and electronic access work. Assist in the creation of web pages.
12. Provide library tours and routine instruction in library use for library users.
13. Provide training for staff and undertake task supervision as appropriate.
14. Be aware of the University's policies and procedures relating to equal opportunity, risk management, records management, occupational health and safety and quality assurance as they apply to this position.
15. Any other duties appropriate to this position and classification, as required.

QUALIFICATIONS and SELECTION CRITERIA:

1. Completion of a diploma level qualification or; an associate diploma or Library Technician Certificate with relevant work experience; or an equivalent combination of relevant knowledge, training and/or experience.
2. Demonstrated ability to work as part of a team and independently.
3. Demonstrated high level skills in the use of computer applications, including library circulation systems, electronic databases and document delivery enquiry software.
4. Experience in applying, or an ability to apply, the Dewey Decimal Classification (DDC), LCSH and cataloguing rules.
5. Demonstrated well developed interpersonal and communication skills.
6. Demonstrated ability to conduct an effective reference interview and to form effective information search strategies and to deliver accurate advice/responses to common reference questions.
7. Demonstrated ability to complete high volume routine tasks accurately and quickly within specified deadlines.
8. A demonstrated ability to train and supervise the day-to-day work of staff within the work area.
9. Availability to work on a rostered basis during the full span of Library opening hours, including weekends.
10. Awareness of OH&S, risk management, records management, quality assurance and EEO principles as they relate to this position.