

POSITION DESCRIPTION

Position Title	Information Services Librarian		
Organisational Unit	Library Directorate		
Functional Unit	Brisbane Campus Library		
Nominated Supervisor	Library Coordinator, Brisbane		
Classification	HEW 5		
CDF Level	CDF1	Position Number	10604917
Attendance Type	Full Time	Date reviewed	01-AUG-2024

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

An ACU education builds on the Catholic understanding of faith and reason working together in pursuit of knowledge and promotion of human dignity and the common good.

An ACU education seeks to transform lives and communities. Students are challenged to look beyond the classroom, solve real-world problems, develop their own search for meaning and cultivate strong professional ethics. They are invited to stand up for people in need and causes that matter.

ACU is open to all. As is common with great Catholic institutions the world over, the university is inclusive and supportive of everyone, every day – regardless of their faith or tradition.

ACU is a young university making a serious impact. Ranked in the top two per cent of universities worldwide and in the top 10 Catholic universities, we're also a leader in employability with 94 per cent of our graduates employed. The university has seven campuses around Australia, a campus in Rome, Italy, and an online campus – ACU Online.

ACU has four faculties, and several research institutes and directorates. We believe our number one asset is our people. It's the character, enthusiasm and dedication of our staff that make this a university like no other. All our staff contribute to the achievement of our goals set out in ACU's Vision 2033 and aim to provide high-quality services with a strong focus on service excellence.

To be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

The structure to support this complex and national university consists of:

- Vice-Chancellor and President
- Provost and Deputy Vice-Chancellor (Academic)
- Chief Operating Officer and Deputy Vice-Chancellor
- Deputy Vice-Chancellor (Research and Enterprise)
- Deputy Vice-Chancellor (Education)
- Vice President and Director (Mission and Identity).

ABOUT THE LIBRARY DIRECTORATE

The ACU Library is central to the learning, teaching, and research of the University. Operating on the principle of 'One Library, Many Campuses', experienced library staff collaborate across campuses and online to provide the resources, services, systems and spaces that enable and enrich learning, teaching, and research at the University. We strive to:

- Build collections, services, systems and spaces that are responsive, inclusive and contemporary.
- Take a national approach though acknowledging campus life remains important.
- Embrace a user experience (UX) approach to inform everything we do.
- Improve scalability and sustainability by deepening the shift to online and self-service.
- Support evidence-based decision making and reporting.
- Celebrate our uniqueness through our curated collections and mission-related work.
- Pursue and build strategic partnerships and connections across the University, as well as with relevant local, national and international communities.
- Explore new technologies to strengthen networks and develop experiences.
- Regularly test old assumptions and seek new possibilities.
- Nurture our talented and diverse workforce and ensure we work, learn and communicate within a culture of mutual respect and collegiality.

POSITION PURPOSE

The Information Services Librarian is part of the Library Spaces, Collections, and Access portfolio and a member of the Collection Services team. In this role, they will contribute to a range of online and face to face services to students, academic, research and professional staff in line with established ACU Library service standards.

KEY RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- [ACU's Vision 2033](#)
- [Catholic Identity and Mission](#)
- [Code of Conduct for all staff](#)
- [ACU Capability Development Framework](#)

- [ACU Staff Enterprise Agreement 2022-2025](#)
- [ACU Staff Reconciliation Action Plan](#)

The [Capability Development Framework](#) describes the core competencies needed in all ACU staff to achieve the university's strategy and supports its mission.

Responsibility	Scope
Deliver a professional and reliable service at Library online and face to face service points. Provide professional advice about accessing and using Library resources and services.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Contribute to the development, implementation and evaluation of library resources and services that support learning, teaching and research at ACU.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Assist in designing, developing and conducting effective training initiatives for ACU students, Library staff and other ACU staff.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Collaborate with Library Engagement team as required.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Maintain knowledge of Library and University policies and procedures to ensure compliance and that appropriate actions are taken for specific circumstances, including critical incident management.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Other duties as required and appropriate to this classification/HEW level.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit

HOW THE ROLE OPERATES

The position will need to seek approval from their supervisor before making changes to processes and procedures.
The position is expected to identify and recommend improvements to their supervisor before implementation.
The position needs to build relationships with staff across the organisation to perform their duties.
This position does not have managerial responsibilities.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	<ul style="list-style-type: none"> • Qualification - Qualification - Undergraduate or Postgraduate degree. Library experience will be an advantage. • Experience - Excellent customer service skills and experience in working in a customer service role. • Skill - Good communication and interpersonal skills, including the ability to quickly establish and maintain cooperative and productive working relationships with team members. Demonstrated ability to work independently and as part of a dispersed team. • Knowledge - Knowledge of information sources in a university library, including an understanding of the use of an Integrated Library Management Systems and discovery layers. • Skill - Flexibility and willingness to adapt to change. • Skill - Proven aptitude for complex, analytical work with an attention to detail, and the ability to manage multiple priorities and competing deadlines. Ability to formulate and implement innovative approaches and solutions to problems.
Core Competencies:	<ul style="list-style-type: none"> • Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values. • Keep stakeholder interest at the core of ACU business decisions and ACU service excellence as a top priority. • Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence. • Take personal accountability for achieving the highest quality outcomes through understanding the ACU context, self-reflection, and aspiring to and striving for excellence. • Plan work activity, prioritise time and resources using established ACU processes and technology to achieve optimum efficiency and effectiveness.
Essential Attributes:	<p>Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.</p>
Working with Children and vulnerable adults check	<p>This role does not require a Working with Children Check.</p>

REPORTING RELATIONSHIPS

For further information about the structure of the University, refer to the Organisation Chart
<https://www.acu.edu.au/about-acu/leadership-and-governance/leadership/organisational-structure>

