ROLE DESCRIPTION

Position Title	Client Services Librarian	Job Ad Reference	TQ2022-927
Region or Business Unit	Corporate	Closing Date	23/10/2022
Portfolio	TAFE Queensland Library Network	JEMS No.	
Location	Caboolture	ECM No.	
Classification Salary	PO2 TAFE Queensland Award – State 2016 (Modern Award), 36 ¼ hour week $68,040 - $86,303 per annum, plus superannuation contributions of up to 12.75% of your salary		
Employment Status	Temporary Full-time until 30 June 2023 unless otherwise determined.		

About TAFE Queensland

TAFE Queensland is proud to be the largest and most experienced Vocational Education and Training provider in the State, with a history of serving Queensland communities for over 140 years.

We have recently been named the State Winner of the 2021 Large Training Provider of the Year at the prestigious Queensland Training Awards. Our training is delivered to students and apprentices on-site, online, in the workplace, or on-campus to give people the skills they need to enrich their communities, support their industries, and strengthen their local economies.

From entry-level certificates through to bachelor degrees, and comprehensive trade training, TAFE Queensland delivers hands-on, practical training across almost 500 qualifications at more than 50 campus locations throughout Queensland, from Thursday Island in the North to Coolangatta in the South East and as far west as Mount Isa.

Our unique structure and statewide delivery model supports our commitment to assisting the diverse needs of our students, from a wide range of socio-economic and cultural backgrounds, and in regional and remote locations. Our responsive approach allows us to adapt our offering to meet the needs of local industries by delivering training that strengthens local communities and provides real employment opportunities for graduates.

We have a highly experienced workforce closely connected with their industries and dedicated to delivering best practices and innovative training. Our students benefit from our innovative, authentic, and progressive team, helping them graduate confidently, capable, and with the hands-on skills employers need.

At TAFE Queensland, we hold true to our values—Safety first, Working together, Focusing on our customer, Taking responsibility and Showing initiative—and keep our customers at the centre of everything we do. By living these values we continue to strengthen TAFE Queensland's reputation as a leading provider of high quality education and training Our people are recognised for demonstrating these values in their everyday work.

TAFE Queensland values diversity and inclusion and provides employment opportunities which are inclusive of peoples from all diversity groups.

For more information about TAFE Queensland visit www.tafeqld.edu.au.

Your Opportunity

The Client Services Librarian provides high quality library and information services and resources to TAFE Queensland students and staff, in accordance with TAFE Queensland policy and Library Network service standards.

This position is in the Client Services team and reports to the Manager Library Client Services (who may be located in a different TAFE Queensland region).

Key Responsibilities

- Contribute to the success of transformation and cultural change through promoting and modelling the established values of Showing Initiative, Working Together, Focusing on our Customer , Taking Responsibility and Safety First.
- Lead and coordinate the activities of the region's libraries and learning hubs; including collections management, providing student network computers, copiers and printing, learning spaces, equipment and resources loans and high-quality customer services to assist clients with general enquiries, finding resources, research and assignment queries, wireless and PC access, equipment use and copyright.
- Manage local library staff and budget within the parameters of the TAFE Queensland Library Network business plan.
- Align the delivery of library services to meet regional needs and compliment the TQ Product Governance model, and ensure that local needs are represented in Library Network plans and goals.
- Promote effective use of library resources and services.
- Contribute to continuous improvement through monitoring the use of library services and resources, seeking feedback from clients, and coordinating and reporting performance data.
- Participate in various Library Network and TAFE Queensland forums and committees as required, and contribute to planning processes.
- Participate in the delivery of the Library Network programs and other promotional and marketing initiatives to ensure client awareness and usage of services and resources.

How you will be assessed

Within the context of the role description above, the ideal applicant will be someone who has the following key capabilities:

1. Demonstrated ability to live the TAFE Queensland valuesShowing Initiative, Working Together, Focusing on our Customer , Taking Responsibility and Safety First and to display the initiative, attitude and ability to thrive within a dynamic, challenging and changing environment and effectively manage competing priorities.

2. Proven experience and high level skills in the application of the full range of professional library and/or information science practice with an understanding of current developments in information technology and telecommunication in the areas of information resources access and management.

3. High level research, analysis and information and knowledge management skills that support TAFE Queensland's systemic resource management priorities and the management and coordination of library initiatives and programs.

4. Demonstrated knowledge of copyright legislation and current and developing copyright related issues in the areas of libraries, contemporary education services and crown copyright.

5. Possess well-developed interpersonal and communication skills including confidential communication, written communication and client liaison skills.

6. Participate in the management and implementation of projects as required to ensure the continued development of Library Network Services.

Qualifications/Requirements

Mandatory requirements:
- Possession of an undergraduate degree in Library and Information Studies which allows eligibility for professional membership of the Australian Library and Information Association, in conjunction with at least 4 years' subsequent relevant experience in an academic library or agreed equivalent.

Highly desirable requirements:

- Completion of, or currently enrolled in, higher degree studies in areas of direct relevance to the reference, liaison role – library science, information technology or management and/or a qualification in adult learning.

How to Apply

To apply for this role, please provide the following:

- A detailed resume;
- A cover letter that outlines your known skills, abilities, knowledge and experience in response to the "How you will be assessed" criteria above (maximum of 2 pages in total); and
- The contact details for two referees (one of whom is your current supervisor)

For further information, please contact:

Brigitte Boys, Senior Client Services Librarian
0481 476 217

Additional Information

- The duration of this position will be dependent on work demands and the availability of ongoing funding.

- You may be required to travel and work across the region.

- Travel and overnight absences from base may be required of this position.

- It would be highly desirable for the incumbent to possess a current driver's licence.

- A criminal history check will be initiated on the successful applicant.

- A non-smoking policy applies across TAFE Queensland campuses, in TAFE Queensland buildings, offices and motor vehicles.

- If the successful candidate has been engaged as a lobbyist, a statement of their employment is required.

- You will be required to complete a period of probation of three (3) months.

- You will be required to complete a range of training activities within the onboarding and induction period, including systems training.