



## POSITION DESCRIPTION – General Staff

### For levels 1 to 5

Position Title: Library Client Services Trainee

Level: Trainee Award

Faculty/Division: Academic Services Division

Department: Library

Position No:

### Primary purpose of the position:

The Library Trainee will undertake a two year on-the-job training program within the Client Services Division.

### Position Environment:

The University and the Library operate in an environment characterised by constant change in higher education, both nationally and globally. Increasing tensions between traditional and innovative modes of scholarly communication, the internationalisation of universities and remote access to university education; heighten demand for diversity and excellence in client services.

The Library aims to embed best practice principles into all elements of resource management – human, physical and financial to achieve and sustain recognised excellence in information provision and services which contribute to the achievement of the University's goals of excellence in teaching, research and the student experience. The Library's performance is regularly assessed through national benchmarking exercises, institutional reviews (e.g. TEQSA) and attainment of certification against recognised standards of excellence, e.g. Australian Business Excellence and *Investors in People*. The Library was the first organisation in Australasia to achieve *Investors in People* Silver status recognition under a new certification framework in 2010.

The Library's organisational culture is based on the following values and personal attributes:

Values	Personal Attributes
<ul style="list-style-type: none"> <li>• People First</li> <li>• Open Communication</li> <li>• Integrity</li> <li>• Commitment</li> <li>• Initiative</li> <li>• Collaboration</li> <li>• Sharing Knowledge and Learning</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Approachable</i> – friendly, patient, receptive, accessible</li> <li>• <i>Reliable</i> – dependable, responsible, consistent, trustworthy</li> <li>• <i>Self Aware</i> – willing to reflect on own actions</li> <li>• <i>Positive</i> – optimistic, enthusiastic, forward looking, 'can do' attitude</li> <li>• <i>Flexible</i> – open to change, adaptable, resourceful</li> <li>• <i>Ethical</i> – honest, principled</li> </ul>

Strategic initiatives and objectives are developed in alignment with University goals as part of the annual strategic planning process in which all Library teams participate. Library goals are met through cross team projects and team plans which are guided by the Vision, Mission and Goals and the Library's performance indicator framework.

A range of training and development opportunities enables staff to meet the challenges of change and to pursue their career goals. In turn, each staff member has an individual responsibility to contribute to the improvement of processes within their team and throughout the Library.

### Structure

Three divisions: Client Services, Resources and Technology Services. The structure is primarily team-based with minimum emphasis on traditional hierarchy.

### Team Environment

The Trainee is a member of the relevant team for the duration of the placement as follows:

Client Services

24 months

(Required study practicum placement will also be considered)

## Major Accountabilities/Responsibilities:

In order of importance

Responsibilities		Outcome	Performance Indicators	% of Time
1.	Provide day-to-day high quality client service, including: <ul style="list-style-type: none"> <li>loans, membership, fine enquiries</li> <li>assist clients in their use of library collections and services</li> </ul>	Achievement of client service standards	Operational excellence	70
2.	Shelve Library materials and maintain physical collections	Library hard copy collections are maintained	Materials availability	15
3.	Contributes to the outcomes of the team (per rotation schedule) through: <ul style="list-style-type: none"> <li>Effective input at team meetings</li> <li>Achievement of team goals</li> <li>Demonstrating agile and flexible approaches to problem solving and service improvement</li> </ul>	Constructive contribution to decision making and planning that support the outcomes of the team	Planning success	10
4.	Maintain a Portfolio of Evidence, self-reflection and feedback.	Documentation that informs continual learning, personal goal setting and career planning	Staff knowledge and skill attainment	5
5.	Observe Employment Equity and Diversity principles and practices.	Fair treatment in the workplace		Ongoing
6.	Observe OH&S responsibilities, accountabilities and authorities as outlined in the University <a href="#">OHS Roles and Responsibilities Document</a>	A safe working environment for self & others.		Ongoing

## Reporting Relationships:

Position Reports to:	The Manager, Administration for overall aspects of the Traineeship. Team Leader Client Services
The position supervises the following positions:	Nil

## SELECTION CRITERIA

### Knowledge, Skills & Competencies:

#### Essential Knowledge & Skills:

- Ability to develop new skills as required
- An understanding of the importance of quality client services

#### Essential Competencies:

- Manage multiple tasks effectively, with direction from Team Leader
- Able to interact effectively with a wide variety of people

### Education and Experience:

#### Essential Education & Experience:

- Current enrolment in either Certificate IV or Diploma of Library & Information Services through a recognised service provider

### Special Job Requirements:

- The position is supported by the University of Wollongong's Aboriginal employment strategy. Aboriginality is essential for this position (Pursuant to Section (14)d of the NSW Anti-Discrimination Act).
- Trainees may be rostered to work at a service point between the hours 8 am – 10.15 pm Monday to Saturday
- Trainees have access to study leave during session

### Organisational Chart:

Please attach an up to date organisational chart to this position description.

### Approval:

Approved by Head of Unit: Margie Jantti, University Librarian

Date: October 2012

Approved by Personnel:

Date: