



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

CREATE CHANGE

Appointment of
Library Services Officer

LIBRARY STUDENT EXPERIENCE



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Acknowledgement of Country

The University of Queensland (UQ) acknowledges the Traditional Owners and their custodianship of the lands on which UQ operates. We pay our respects to their Ancestors and their descendants, who continue cultural and spiritual connections to Country. We recognise their valuable contributions to Australian and global society.

The University of Queensland Library

The Library is integral to learning, discovery and engagement at The University of Queensland (UQ). We provide access to quality scholarly information resources and quality client focused services and spaces to support teaching and research. We partner with UQ and the wider community to provide pathways to enrich learning and research.

The University of Queensland Library has one of the largest collections amongst Australian academic libraries and is by far the largest in Queensland. The collection includes access to 2.36 million book titles (electronic and print) and 194,870 journal titles (electronic and print). Our institutional repository, UQ eSpace, houses over 428,000 items authored or co-authored by UQ affiliated researchers, including more than 258,000 journal articles, 74,000 conference papers, and 24,000 theses.

The Library is a critical enabler of the University's mission, and a core partner in delivering services to support teaching, learning and research with a commitment to the design and development of innovative services that contribute to the ongoing success of the University through close alignment with University strategy.

Information about the Library may be accessed on the Library's website at library.uq.edu.au.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is [available online](#).



Role of the Library Services Officer

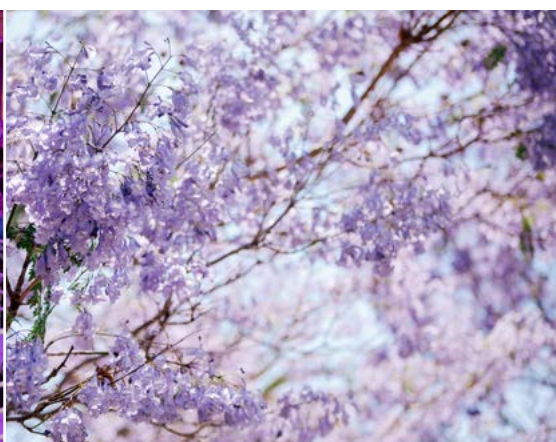
About this opportunity

This position provides excellent service to students and academics of UQ. The position holder will work primarily within Library Student Experience (LSX) in the Client Experience (CX) team and contribute to projects being undertaken by the Aboriginal and Torres Strait Islander Services and Collection Team. LSX provides front line services to students and academics supporting all their library and information needs. Library Services Officers are vital to the delivery of the mission of the Library and the University. Position holders contribute to a positive client experience; support teaching, learning and research at the University as appropriate to the team.

The position holder may move between different teams in the Library due to variations in service demand.

Duties and responsibilities include, but are not limited to:

- Providing information and advice on library resources, UQ systems, services, and support.
- Assessing client needs, including students' I.T. issues, and providing effective solutions or referring them for specialist assistance where appropriate.
- Assisting the Aboriginal and Torres Strait Islander Services and Collection Team with projects including data entry and working with metadata
- Identifying, reporting, and following up on maintenance or repair issues in Library spaces.
- Assisting in the development, preparation, publication and maintenance of Library documentation and statistical reports. Supporting Library practices associated with compliance and reporting.
- Resolving routine and non-routine issues, escalating as appropriate.
- Demonstrating flexibility and agility in order to assist with library services across all Library operational activities and sites as required.
- Contributing as an effective Library team member including participation in planning activities and the delivery of team goals.
- Identifying and contribute ideas and input towards continuous improvement of systems, processes, procedures, policies, and work practices. Seek and develop new skills and ideas and take part in learning opportunities.
- Contributing to the compilation of procedural documents, and the review and improvement of existing procedures and online information.
- Participating in the implementation of change initiatives intended to improve the Library's services.
- Carrying out rostered shifts as required.
- Undertaking other work like project work, maintenance of library facilities / equipment as required.
- The position holder will cooperate with team members and Library staff, sharing relevant information and seeking information from others as required.
- The expectations for behaviour and ways of working are set out in the [UQ Library Way](#).



Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- The University's [Code of Conduct](#).
- Requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S [responsibilities and procedures](#) developed by the University, Faculty, Institute or School.
- The adoption of sustainable practices in all work activities, and compliance with associated legislation and related University [sustainability responsibilities and procedures](#).
- Requirements of the *Education Services for Overseas Students Act 2000*, the *National Code 2007* and associated legislation, and related [responsibilities and procedures](#) developed by the University.

Organisational relationships

The position reports to the Assistant Manager, Client Experience (Health Libraries and Gatton)



About you

Essential

- Completion of a relevant diploma and relevant work experience or an equivalent combination of relevant experience and education/training.
- Demonstrated knowledge of issues affecting Aboriginal and Torres Strait Islander peoples in contemporary Australian society and their diversity of circumstances.
- Experience of service delivery and improvement, including:
 - demonstrating competence in the use of technology.
 - compliance with policies and procedures (best practice)
 - understanding the responsible use of resources (digital media formats).
 - timely and proactive delivery.
- Ability to demonstrate digital capabilities including:
 - demonstrated competence in the Adobe Creative Suite and Microsoft Office Suite.
 - familiarity with systems including library management systems.
- Proficient data entry skills and the ability to accurately follow metadata schemas, policies, and procedures.
- Demonstrable experience of delivery of quality results, including:
 - demonstrating high level of accuracy and attention to detail.
 - taking responsibility for actions and timelines and being proactive to address issues and risks.
 - taking ownership of requirements of own role as part of a larger team.
- Evidence of good self-organisation, self-motivation, and self-leadership, including:
 - seeking input, managing timelines, providing feedback, and sharing knowledge.
 - displaying self-awareness in the context of the team, contributing to team goals and organisational outcomes.
 - proactively engaging in learning and self-development.
- Evidence of being an effective communicator, including:
 - providing clear communication with colleagues and clients.
 - actively listening and understanding client needs.
 - contributing to workplace discussions, listening to understand, and speaking up to contribute with positive intent.
- Excellent team player working collaboratively with others, with a positive and cooperative attitude and a mindset of inclusivity and support for colleagues.
- An adaptable and flexible approach to work. Remaining open to new situations, exhibiting the ability to pivot within a changing environment (with support).



Additional criteria

The University of Queensland considers that the filling of this position constitutes an equal opportunity measure under **s105 of the Anti-Discrimination Act 1991(Qld)** and under section 8(1) of the **Racial Discrimination Act 1975 (Cth)**.

The position is therefore only open to Australian Aboriginal and/or Torres Strait Islander people.

The successful candidate will be required to provide evidence to confirm that they are an Aboriginal and/or Torres Strait Islander person.

Additional information

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University's [Diversity and Inclusion webpage](#) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to recruitment@uq.edu.au.

Selection committee

The selection committee for this appointment will be chaired by Brylee Tudge.

What we can offer

This is a full-time, continuing position.

At HEW Level 4, the full-time equivalent base salary will be in the range \$68,735 – \$72,968, plus a generous super allowance of up to 17%. The total FTE package will be up to \$80,420 – \$85,372 annually.

You will be able to take advantage of [UQ Sport Facilities](#), recreation leave loading (of 17.5%), salary sacrificing options, on-campus childcare, discounted private health insurance, affordable parking, [development programs](#) and many other benefits.

For further information, please review [The University of Queensland's Enterprise Bargaining Agreement 2018–2021](#).

How to apply

All applicants must supply the following documents through the [UQ Careers](#) portal:

- Cover letter addressing the 'About You' section
- Resume

To satisfy prerequisite questions and ensure your application can be considered in full, all candidates must apply via the [UQ Careers](#) portal by the job closing deadline. Applications received via other channels including direct email will not be accepted.



The University of Queensland

For more than a century, The University of Queensland (UQ) has created positive change for society by delivering knowledge leadership for a better world.

UQ ranks among the world's top universities, as measured by several key independent rankings, including the CWTS Leiden Ranking (35), U.S. News Best Global Universities Rankings (36), the Performance Ranking of Scientific Papers for World Universities (33), QS World University Rankings (43), Academic Ranking of World Universities (51), and Times Higher Education World University Rankings (70).

At UQ, we're changing the way higher education is imagined and experienced. Our students enjoy innovative and flexible learning options, diverse and dynamic partnership opportunities, and an integrated digital and campus learning environment.

More than 55,000 students – including the majority of Queensland's highest academic achievers as well as top interstate and overseas students – study across UQ's 3 beautiful campuses in South East Queensland at St Lucia, Herston and Gatton. They include around 20,000 postgraduate and approximately 21,000 international students who contribute to a diverse, supportive and inclusive campus community.

With a strong focus on teaching excellence, having won more national teaching awards than any other Australian university, UQ is committed to providing students with the best opportunities and practical experiences during their time with us, empowering them with transferable knowledge and skills that will prepare them to exceed expectations throughout their careers.

UQ's 311,000 graduates are an engaged network of global alumni spanning 184 countries, and include more than 17,000 PhDs.

UQ's 6 faculties, 8 globally recognised research institutes and more than 100 research centres attract an interdisciplinary community of 2,500 scientists, social scientists and engineers, who champion research excellence and continue UQ's tradition of research leadership. This is reflected in UQ being the number one recipient of Australian Research Council Fellowships and Awards nationally across all scheme years (452 awards worth \$339 million).

UQ has an outstanding track record in commercialising innovation, with major technologies employed across the globe and gross product sales of more than \$57 billion.

UQ is one of only 3 Australian members of the global Universitas 21; a founding member of the Group of Eight (Go8) universities; a member of Universities Australia; a member of the Association of Pacific Rim Universities (APRU); and one of only 3 Australian charter members of the prestigious edX consortium, the world's leading not-for-profit consortium of massive open online courses (MOOCs).

UQ employs more than 7,410 academic and professional staff (full-time equivalent) and has a \$1.877 billion annual operating budget.

Governance

The University of Queensland is governed by a 22-member Senate representing University and community interests. Senate is led by the Chancellor, elected by the Senate. The University of Queensland Act 1998 grants Senate wide powers to appoint staff, manage and control University affairs and property, and manage and control finances to promote the University's interests.

uq.edu.au/about/governance



Working at UQ

UQ is a great place to work and is a culturally inclusive space for staff and students, where diversity is valued. The University of Queensland (UQ) acknowledges and respects Aboriginal and Torres Strait Islander peoples as First Australians. We value and celebrate the uniqueness of knowledges, cultures, histories and languages that have been created and shared for at least 65,000 years.

Our values guide our behaviour and provide the foundation of our culture. The [UQ Strategic Plan 2022-2025](#) articulates these values, what we strive for, how we work together, and our commitment to discovering and sharing truth.

Our values

What we strive for

Creativity

We apply our creativity as a way of seeking progress. We value new ideas, seek fresh perspectives and pursue game-changing innovations and opportunities.

Excellence

We strive for excellence in everything we do. We apply the highest standards to our work to achieve the greatest impact for the benefit of communities everywhere.

Central to what we do

Truth

Truth is central to all that we do as a university. We seek truth through our focus on the advancement and dissemination of knowledge, and our deep commitment to academic freedom and freedom of expression.

How we work together

Integrity

We always act with integrity. As stewards of the University's resources and reputation, we are honest, ethical and principled.

Courage

We are courageous in our decision-making. We are ambitious, bold and agile. We demonstrate moral courage, so that we are always guided by a sense of what is right.

Respect and inclusivity

We provide a caring, inclusive and empowering environment for all. We engage respectfully with one another and promote the value that our diversity brings to our whole community.



UQ is committed to Aboriginal and Torres Strait Islander peoples' learning, discovery and engagement. The University's Strategic Plan outlines strategies aimed at increasing opportunities for Aboriginal and Torres Strait Islander peoples, which are supported through the development of a Reconciliation Action Plan and Aboriginal and Torres Strait Islander Employment Strategy. Here in Australia, we especially want to play a leading role in reconciliation as advocates with and for Aboriginal and Torres Strait Islander peoples and communities.

At a national level, in partnership with Aboriginal and Torres Strait Islander communities, we will embed reconciliation across the University's operations to achieve and implement a 'Stretch' Reconciliation Action Plan (RAP) by 2025.

The Aboriginal and Torres Strait Islander Research and Innovation Strategy will support Indigenous researchers and empower research excellence that benefits Aboriginal and Torres Strait Islander peoples, communities and organisations. We aspire to play a leading role in reconciliation as advocates with and for Aboriginal and Torres Strait Islander peoples and communities—especially through truth telling and building greater cultural understanding.

UQ provides staff with a beautiful working location and welcoming campus culture. Working at UQ will provide you with a range of benefits including:

- flexible working culture, with access to a range of flexible working arrangements;
- cultural leave for Aboriginal and Torres Strait Islander staff;
- access to services on campus, including childcare centres;
- health and wellbeing initiatives; and
- opportunities to connect with staff networks, such as the Aboriginal and Torres Strait Islander Staff Network and the UQ Ally Network.

The University of Queensland believes in maintaining a safe work environment for all, which is why we are introducing a COVID-19 vaccination requirement that all staff be fully vaccinated, subject to limited exemptions.

More information about life at UQ including staff benefits, relocation and UQ campuses is available at: staff.uq.edu.au/information-and-services/human-resources



Cultural support at UQ

Workplace Diversity and Inclusion provides information and support to staff and prospective staff and drives strategies and initiatives to create a safe, welcoming and inclusive space for staff at UQ that values the strength of diversity. The Indigenous Employment Team is responsible for the development and implementation of the [Aboriginal and Torres Strait Islander Employment Strategy 2019–2022](#) which aims to support Aboriginal and Torres Strait Islander people and staff through three main objectives:

Grow

Position UQ as an employer of choice for Aboriginal and Torres Strait Islander peoples in all levels and areas of the University.

Develop

Provide access to career development opportunities for Aboriginal and Torres Strait Islander staff.

Respect

Develop a workplace that values the contribution and positive difference that Aboriginal and Torres Strait Islander staff provide.

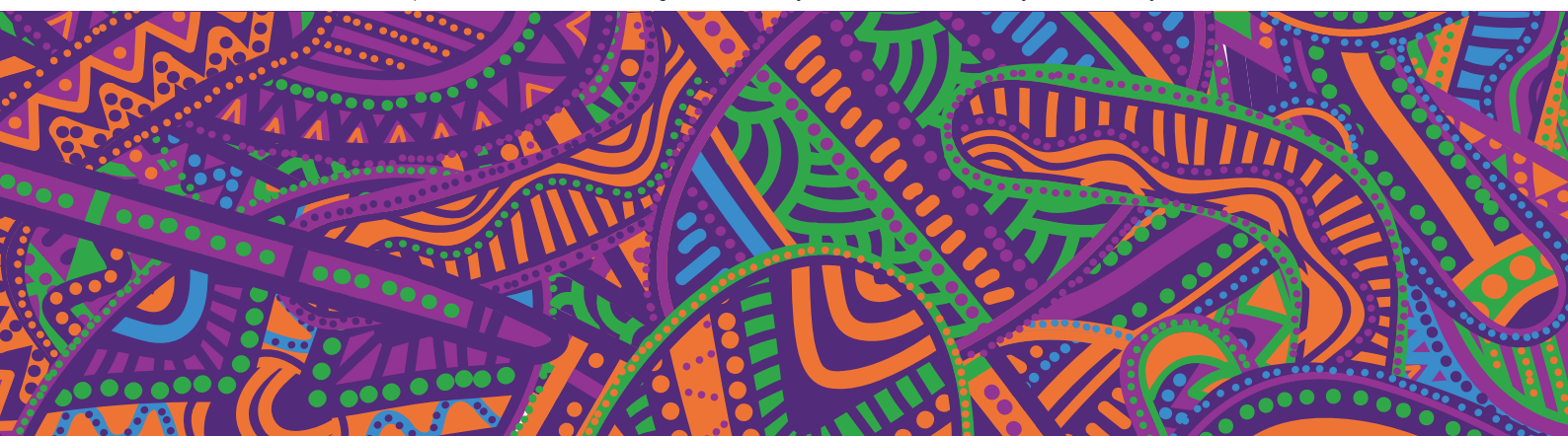
Aboriginal and Torres Strait Islander staff at UQ are encouraged to celebrate their culture, history and country and are entitled to five days of cultural leave annually to attend cultural activities, obligations and ceremony.

The Deputy Vice-Chancellor (Indigenous Engagement) is responsible for leading the implementation of UQ's first [Reconciliation Action Plan](#) and strengthening leadership within the University in relation to Indigenous Engagement, as well as building links with the community. The [Aboriginal and Torres Strait Islander Studies \(ATSIS\) Unit](#) strongly supports the celebration of Aboriginal and Torres Strait Islander cultures and recognises the enormous contributions that Aboriginal and Torres Strait Islander peoples and perspectives bring to UQ's learning, discovery and engagement activities and supports students from pre-enrolment through to graduation.

UQ's [Aboriginal and Torres Strait Islander Staff Network](#) provides a regular opportunity to get together, share stories, make connections and yarn about how UQ can keep developing as an employer of choice for Aboriginal and Torres Strait Islander peoples. There is also a network newsletter that promotes UQ jobs, training and development opportunities and useful tips, and enables us to share achievements from our community.

More information on Aboriginal and Torres Strait Islander Staff support can be found on our [current staff website](#).

Brisbane River pattern from A Guidance Through Time created by Quandamooka artists, Casey Coolwell and Kyra Mancktelow



Further information

General information on the University is available through the University's website: uq.edu.au

Other documents which you may wish to refer to include:

- Annual Report:
about.uq.edu.au/organisation/policies-procedures-guidelines/annual-reports
- Governance:
about.uq.edu.au/governance
- Key statistics:
pbi.uq.edu.au/ClientServices/UQStatistics/index.aspx
- Organisation chart:
about.uq.edu.au/files/5643/org-chart.pdf
- Research at UQ:
research.uq.edu.au
- Strategic Plan 2022–2025:
about.uq.edu.au/strategic-plan
- UQ Global Strategy:
global-strategy.uq.edu.au
- UQ Reconciliation Action Plan:
about.uq.edu.au/reconciliation/plan
- UQ Aboriginal and Torres Strait Islander Employment Strategy:
staff.uq.edu.au/files/24066/uq-indigenous-employment-strategy-2019.pdf





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