

Position Title	Librarian (Client Experience)
Group/Portfolio	Library
Classification	HEW 5
Position Number	00041111
Reports To	Coordinator, Library Client Experience
Employment Type	Continuing

1.0 Position Purpose

- The Librarian (Client Experience) provides guidance to Library campus staff and clients, online and on campus. This position supports the Coordinators, Library Campus Experience and Library Client Experience and the Library Campus Supervisors in maintaining and developing user-centric services in a fast-paced changing environment.

2.0 Eligibility Requirements

- A degree in a relevant discipline; or progress towards a degree; or equivalent combination of qualifications and experience.

Eligibility for associate membership of the Australian Library and Information Association.

3.0 Key Responsibilities

- Deliver support for clients and Library campus staff in accessing and using a range of library resources and services including first tier referrals to services provided within Griffith University.
- Identify, develop and provide training to Library campus staff in the delivery of information services and resources for complex client enquiries.
- Contribute to user-centric services in the development, implementation and review of services and systems by analysing and evaluating data.
- Proactively contribute to the development and documentation of policies, standards, protocols and procedures for delivery of quality services.
- Apply professional knowledge to present solutions which improve library services.
- Provide support and collaborate with other areas of the library to deliver small projects to enhance the client experience in Library services.
- Assist in the development and organising of engagement activities.
- Undertake regular personal and professional development to enhance knowledge and skills to enable a high level of service in a continuously changing environment.

- Support compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](#).