

Position Title	Library Services Officer, Library Campus Services
Group/Portfolio	Library
Classification	HEW Level 4
Position Number	00023492
Reports To	Library Campus Supervisor
Employment Type	Fixed-term

1.0 Position Purpose

Library Services Officer, Library Campus Services provides a range of frontline services including general enquiries, research assistance, resource access and computing assistance to clients, delivered through face to face, telephone and digital service points.

2.0 Eligibility Requirements

The occupant of this position will have completed, or be enrolled in an Australian Library and Information Association accredited course with relevant experience, or relevant library experience.

Library Services Officers must be available for public holidays, shift and weekend work.

3.0 Key Responsibilities

- Deliver a positive library experience to all library clients, by providing online and on-campus support covering multiple services and resources.
- Support clients in accessing and using a range of library resources using the library catalogue, electronic databases, and online products.
- Support clients in developing their initiative and problem-solving ability through fostering information literacy skills at first tier and facilitating their learning journeys.
- Assist with research and referencing for assignments, direct to self-help resources and escalate when appropriate.
- Support the supply of Interlibrary loans to other institutions and assist in providing access to materials via course reading lists, as well as contribute to library projects.
- Use digital literacy skills to diagnose access issues, referring to other teams as required.
- 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](#).