

# POSITION DESCRIPTION



## Library Learning Hub Coordinator

### POSITION DETAILS

Position Title	Library Learning Hub Coordinator
Classification	Level 7
Position Number	7015554
School/Office	Library
Division	Division of Education and Students

### POSITION PURPOSE

The Library Learning Hub Coordinator leads the strategic and operational delivery of the Library's Learning Hub services, ensuring high-quality, inclusive, and student-centered support across all campuses and service channels (including face-to-face, online chat, and phone). This role supervises Learning Hub Senior Librarians, fostering a culture of collaboration, innovation, and continuous improvement. This position is responsible for the dynamic and responsive programming of Learning Hub services to activate library spaces as welcoming, inclusive environments that promote student connection, belonging, and wellbeing.

Working closely with colleagues across the Library and the Division of Education and Students, the Library Learning Hub Coordinator ensures alignment of Learning Hub activities with institutional priorities for student success, equity, student academic skills development and digital capability. Learning Hub services operate as an accessible layer of support that complements curriculum embedded library services and programs—providing a responsive safety-net for students who need additional guidance outside formal embedding of library programs in the curriculum. Working collaboratively, the Library Learning Hub Coordinator leads service design, delivery, evaluation, and enhancement, ensuring Library Learning Hub offerings are visibly integrated into the broader student experience.

### KEY ACCOUNTABILITIES

1. **Lead** the planning and delivery of inclusive, student-centered Library Learning Hub services across all campuses and online channels.
2. **Monitor and maintain** consistency and responsiveness in Library Learning Hub service delivery in relation to signage, coordination of guards and casuals, and budget monitoring and processing invoices.
3. **Collaborate** with internal stakeholders to ensure Learning Hub services complement curriculum-embedded library programs, activate library spaces, and support student success.

4. **Manage and resolve** complex loans enquiries, requirements for updating or creating manual staff records in ALMA for TPP/TNE partners or updating student or staff records that reference RAP plans.
5. **Use** data, analytics, student feedback, and sector insights to inform inclusive service design and planning, ensuring Learning Hub offerings are responsive to the evolving needs of diverse student cohorts.
6. **Collaborate** with colleagues in the Division of Education and Students and other divisions (e.g. Student Services and ITDS) to resolve common pain points for students and improve the overall student experience.
7. **Collaborate** with the Library Communications team to promote Library Learning Hub services, ensuring clear, consistent, and inclusive messaging that enhances student awareness, engagement, and access.
8. **Supervise** and support Learning Hub Senior Librarians to ensure high-quality service and foster a culture of learning and innovation within the team.

## QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Completion of a degree in a relevant discipline—such as library or information services—along with at least four years relevant work experience; or an equivalent combination of relevant education, training, and experience.
2. Demonstrated experience in supervising and developing staff within a student support or educational environment.
3. Proven ability to design, deliver, and evaluate inclusive academic and digital skills support programs.
4. Strong communication and collaboration skills with the ability to engage effectively across teams and faculties.
5. Experience in service planning, evaluation, and continuous improvement using data and student feedback.
6. Commitment to equity, inclusion, and student belonging through the creation of welcoming and accessible library environments.

## KEY RELATIONSHIPS

- **This position reports to:** Associate University Librarian, Student Skills and Engagement
- **This position supervises:** 2 x Learning Hub Senior Librarians, Casuals
- **Key internal relationships:**
  - Library Learning Programs Manager
  - Library Learning Partnerships Manager
  - MESH Manager
  - Library Student Skills and Engagement Team
  - Library Communications Team
  - Library Leadership Group
  - Equity and Diversity Unit
  - Student Services
  - Students
- **Key external relationships:**
  - Professional library networks

## CHALLENGES

- **Navigating strategic alignment across diverse stakeholders**  
The role must ensure Learning Hub services align with institutional priorities for student success, equity, and digital capability, while balancing input from Library Services, academic teams, and student support units.
- **Managing and leading a multi-campus team**

The Coordinator supervises staff and casuals across multiple campuses and service channels, fostering consistency, collaboration, and high performance.

- **Driving innovation within resource constraints**

The position is responsible for service design and continuous improvement, often requiring innovation and adaptation within tight budgets and limited staffing.

- **Responding to evolving student needs in hybrid environments**

The Coordinator leads responsive programming that supports diverse student cohorts in both physical and digital spaces, requiring agility, data-informed decision-making, and proactive service evaluation.

## UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.
- As the Library operates on multiple campuses is an expectation of the role that it may be required to travel to and work from any campus library subject to appropriate notification

**Approved by:**

**Date:**