

POSITION DESCRIPTION



Learning Hub Senior Librarian

POSITION DETAILS

Position Title	Learning Hub Senior Librarian
Classification	Level 6
Position Number	7015573 (PS), 7015574 (CAM)
School/Office	Library
Division	Education and Students

POSITION PURPOSE

Learning Hub Senior Librarians are key members of the Library Student Skills and Engagement team, responsible for high-quality, student-centred enquiry services that support student academic success. Learning Hub Senior Librarians deliver Learning Hub services across multiple channels including face-to-face, online chat, phone, and online FAQs to answer a range of simple to complex information enquiries. This role is responsible for the rostering of Learning Hub Librarians. It supports the Library Learning Hub Coordinator to ensure consistent enquiry support across library services, collections, and spaces, as well as in the development of information, digital, and academic skills. Learning Hub Senior Librarians play a key role in delivering a responsive and welcoming Library experience for all student cohorts.

Learning Hub Senior Librarians work flexibly across campuses and service channels, engaging with undergraduate, postgraduate, and international students, with a strong focus on diversity, inclusion, and equitable access to learning support. As required, Learning Hub Senior Librarians train and provide guidance to Learning Hub Librarians and casuals working in the Library Learning Hub.

KEY ACCOUNTABILITIES

1. **Develop and maintain** a roster for service delivery across all campuses and online channels during Learning Hub hours.
2. **Supervise and** support Learning Hub Librarians to deliver high-quality service and foster a culture of learning and innovation within the team.
3. **Deliver** high-quality, student-centred enquiry services in the Library Learning Hub, including face-to-face, chat, phone, online FAQs.

4. **Respond** to student enquiries with professionalism and accuracy, applying library frameworks, service guidelines, and institutional policies and escalate relevant issues to the Learning Hub Coordinator as required.
5. **Support** students in developing digital, information, and academic skills through the delivery of accessible and inclusive learning experiences in the Library Learning Hub.
6. **Participate** in service evaluation and feedback processes to support continuous improvement seamless, consistent service delivery across campuses, and ongoing relevance of Learning Hub services for diverse student cohorts, including undergraduate, postgraduate, regional, and international students.
7. **Contribute** to maintaining a positive and respectful library environment by supporting the management of student behaviour in the library.
8. **Maintain** current knowledge of library systems, digital tools, and student support practices through ongoing professional development and team-based learning.
9. **Train and provide** guidance to Learning Hub Librarians, Casuals, and other staff working in the Library Learning Hub to drive high-quality service delivery.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. A degree in a relevant discipline—such as library or information services—along with relevant work experience; or an equivalent combination of relevant education, training, and experience.
2. Demonstrated experience in delivering learning support services in an academic or library setting, including frontline services, digital and academic skills workshops, and student engagement activities.
3. Strong interpersonal and communication skills, with the ability to work collaboratively with students, academic staff, and professional colleagues.
4. Proven ability to use digital tools and platforms to support learning, including library systems, learning management systems.
5. Ability to work independently and as part of a team in a dynamic and client-focused environment.
6. Commitment to equity, diversity, and inclusion in service delivery and workplace practices.

KEY RELATIONSHIPS

- **This position reports to:** Learning Hub Coordinator
- **This position supervises:** 7 x Learning Hub Librarians
- **Key internal relationships:**
 - Library Learning Programs Advisors
 - Student Skills and Engagement Team
 - Students
 - Casual Learning Hub staff
- **Key external relationships:**
 - Professional library networks

CHALLENGES

- **Delivering Consistent, High-Quality Support Across Multiple Channels**
Learning Hub Senior Librarians are required to provide responsive, student-centred support across face-to-face and online channels. This demands the ability to manage rostering,

competing priorities, maintain service consistency, and adapt communication styles to suit diverse student needs and digital platforms.

- **Collaborating Across Teams and Campuses**

Ensuring seamless service delivery across campuses requires resolving any logistical and communication challenges. The role requires proactive collaboration, strong interpersonal skills, and the ability to align campus-based service delivery with broader Library strategies and frameworks.

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
- The operational requirements of this position include regular rostered shifts at service points and an onsite presence five days per week. Due to the nature of this role, remote working arrangements are not available.

Approved by:

Date: