



POSITION DESCRIPTION – General Staff

For levels 1 to 5

Position Title: Casual Client Services Officer/Shelver

Level: 1/2

Faculty/Division: DVC-A&SL

Department: Library

Primary purpose of the position:

The Client Services Officer/Shelver is responsible for providing high quality client service to the students and staff of the University.

Position Environment:

The Thriving Digital Library is essential for the accessibility, dissemination, use, creative engagement and management of information aligned to the UOW mission and purpose. Our commitment to the success of staff and students of UOW is a hallmark of our culture –we really care about Library users and strive to understand their needs and expectations

As a Digital-First Library we strive to lead and advance open, equitable and inclusive digital access models for information and knowledge for a University that is highly networked and global in its outlook. We leverage the skills, knowledge and experience gained through working and learning in the maturing digital environment to enhance the design and delivery of services.

We don't work alone and know the value of collaboration and partnership, which is necessary and vital to achieving aspirations for innovation and value creation for the students and staff of the University.

Our Goals:

- Make it easy to find, use and create content
- Optimise digitally enabled learning and service environments
- Design and deliver a choice of inspiring learning spaces
- Maximise research visibility
- Strategic engagement and partnerships

Our Guiding Principle:

The 'Digital first' mindset:

- Design with the user
- Empower users of digital
- Ease of use
- Be collaborative
- Design for scale
- Design for continuous change
- Understand the ecosystem
- Enterprise perspective to service and solution architecture

Library Structure:

The Library consists of two portfolios including: Research & Learning Services, Digital Strategy and, the Executive Services Team. Organisational design facilitates collaboration, partnership and mobilisation of resources not bound by rigid structures.

Organisational Culture:

At UOW Library, we are welcoming, inclusive and commit to culturally safe (digital and physical) spaces. We foster knowledge integrity through protocols for Aboriginal ways of knowing through services and collections underscored by the principles of respect, responsibility and reciprocity. We are committed to a continuous cycle of review and renewal to ensure relevance and value to our stakeholders.

The Library Values and Jinadola Principles underscore the culture of the library:

- [Values](#): Transformation; Collaboration; Courage; Integrity; Excellence
- [People](#): Our people are characterised by their ability to engage with genuine opportunities to transform practices, services and themselves
- [Our Service Promise](#)

Major Accountabilities/Responsibilities:

In order of importance

Accountabilities		Outcome
1.	Provides effective high impact services to client based on Tier 0-1 service model at point of need through face to face and digital services: <ul style="list-style-type: none">• interprets client information resource need• connects client to relevant information and/or resources using a range of digital technologies• effective and appropriate client referrals	Achievement of client service standards
2.	2.1 -Shelver: Shelve Library materials and maintain physical collections 2.2 - Client Services Officer: Contributes to shelving and physical collection maintenance	Library hard copy collections are maintained
3.	Contributes to the outcomes of the Client Services team through: <ul style="list-style-type: none">• timely response to written and verbal communications• achievement of team goals• demonstrating agile and flexible approaches to problem solving and service improvement	Constructive contribution to decision making that support the outcomes of the team Support student engagement Seek and provide feedback
4.	Observe principles and practices of Equal Employment Opportunity	Fair treatment in the workplace
5.	Observe WH&S responsibilities, accountabilities and authorities as outlined in the WHS Roles and Responsibilities Document	A safe working environment for self & others.

Reporting Relationships:

Position Reports to:	Casual Staff and Training Coordinator
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SELECTION CRITERIA – Knowledge & Skills

Essential:

- experience in providing high quality client services to a wide range of clients
- demonstrated ability to support clients within online and technology environments

SELECTION CRITERIA - Education & Experience

Essential:

- demonstrated experience in the use of software applications or library management systems

Special Job Requirements:

Availability to work on a casual basis across the span of Library opening hours, may be rostered to work at a service point between 8am – 10.00pm Monday to Sunday

Roles and Responsibilities in Relation to Workplace Health and Safety:

The University of Wollongong is committed to providing a safe and healthy workplace for its workers, students and visitors. All members of the University community have a collective and individual responsibility to work safely and be engaged in activities to help prevent injuries and illness.

In addition to the major accountabilities/responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

All Staff

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction by the University.
- Cooperate with any reasonable policies and procedures of the University including reporting of hazards or incidents via the University reporting process.
- Certain staff have specific responsibilities for Work Health and Safety (WHS), further information is available in the document Roles and Responsibilities for WHS and WHS Management System.

Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity, quality and integrity requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Complete tasks without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.