



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

Position Description

PROFESSIONAL SERVICES

Position Title	Resource Sharing and Collection Development Officer
Classification/Level under the Enterprise Agreement (if applicable)	Level 3/4
Management Level	Administration / Support
Faculty / Portfolio	DVC - E
School / Division	Library
Main Location(s)	UOW Main Campus (Wollongong)
Delegations (if applicable)	

Primary Purpose of the Position

The Resource Sharing and Collection Development Officer supports the delivery of library resources through the processing of subject readings, interlibrary loans, document delivery, and acquisitions requests. The role ensures timely fulfilment of client needs by managing ordering workflows, liaising with external libraries and vendors, and maintaining accurate records and data in relevant systems.

Position Environment

UOW is a leading Australian University with a history of outstanding achievement in teaching, learning and research output across a truly global footprint. UOW attracts students from over 130 countries and is committed to providing our diverse student body with an engaging world-class and internationally oriented learning experience. With international campuses in Dubai, Hong-Kong, India and Malaysia, and a range of metropolitan and regional campuses in Australia including Wollongong, the Southern Highlands, the South Coast, southern and south-western Sydney, and Sydney CBD, UOW is committed to delivering benefit for all of our communities.

Major Accountabilities/Responsibilities

1. Process subject readings, interlibrary loan and document delivery requests: researching supply options, maintaining records and communicating with internal and external clients and partners.
2. Create, place orders and pay invoices: including acquisitions, subscriptions, document delivery material and high demand library resources.
3. Create and maintain systems records and data related to resource sharing, subject readings, procurement and receipt of library resources.
4. Monitor turnaround times, flag delays, and communicate effectively with clients and vendors.
5. Contribute to service improvements by identifying workflow enhancements and user feedback and using systems' data
6. Participate in relevant team meetings and activities supporting client service excellence.
7. Act in accordance with university policies as amended from time to time, the Values in Action Framework of *Thrive Together, Pursue Excellence, Be Accountable and Lead with Integrity*, and our commitment to Equity, Diversity and Inclusion.
8. WHS responsibilities, accountabilities and authorities as outlined in the WHS Framework - <https://www.uow.edu.au/about/services/safe-at-work/whs-framework/>

Reporting Relationships and Other Key Contacts

Position reports to	Team Leader, Resource Sharing and Collection Development
Positions supervised by this position	
Other key contacts and stakeholders	Library Learning & Engagement Team, Library Client Services staff; Interlibrary network partners; Library Electronic Subscriptions and Library systems teams

Selection Criteria

- Completion of an associate diploma or relevant training, or an equivalent combination of education and experience
- Experience in a customer service, procurement or administrative environment
- Strong attention to detail and data accuracy
- Excellent interpersonal and communication skills
- Ability to manage multiple requests and meet deadlines
- Experience using library or information management systems
- Knowledge of interlibrary loan networks and document delivery standards
- Familiarity with library procurement processes and systems

Special Job Requirements

- May be required to work outside of standard business hours or across campuses and research partner facilities.

Roles and Responsibilities in relation to Workplace Health and Safety and Equity, Diversity and Inclusion in the Workplace

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

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 [WHS Framework](#).
- Work in an inclusive environment, treating all colleagues, students, and visitors with respect.

ADDITIONAL RESPONSIBILITIES FOR STAFF WITH SUPERVISORY RESPONSIBILITIES

- Uphold principles of equity, diversity and inclusion and foster a respectful workplace culture within your team.
- Ensure work area, equipment and practices are compliant with applicable legislation, standards, codes of practice and University guidelines.
- Ensure risk management activities are undertaken to minimise WHS risk including hazard and incident reporting, risk assessment and safe work procedures.



- Provide the necessary instruction, information, induction, training and supervision to enable work to be carried out safely.
- Ensure Work Health and Safety (WHS) activities and requirements are implemented for area as outlined in the [WHS Framework](#).

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 and quality requirements of the position.
- Work effectively in the team or other relevant work organisation; and
- Do the job without undue risk to your own or others health, safety and wellbeing at work.

If you have any injuries, illness, disorder, impairment, condition, disability 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.

Position Description Status

This table contains information about the status and approval of this document

Date created	29 July 2025
Date reviewed by supervisor in consultation with the employee i.e. at least every three (3) years, or sooner if required	19/03/2026
Date reviewed by P&C (if applicable)	
Date reviewed by CP&CO (if applicable)	
Date of next review	29 July 2028

