POSITION DESCRIPTION

SECTION A: Position Context

Position Title	Information Resources Officer (Academic and Research Engagement)
Position Grade	E1 - Officer
Category	Executive
Campus / Unit	Sarawak Campus – Information Resources (IR)
Term of Appointment	Full-time Appointment
Effective Date	January 2025

Position Purpose

The position is an administrative position at the Sarawak Campus and supports the Information Resources functions of the University. The position is responsible for carrying out task related to various functions of IR Unit with the aim to support all the students, academic staff and stakeholders in their learning, teaching and research. The Position will also assist in the planning of related IR activities as well as responsible for implementing process improvements, any other initiatives across other sections of the IR unit and any other relevant tasks as assigned.

It is expected that the responsibilities and scope of the position will grow accordingly with the increase in student numbers. Position will work collaboratively with users, library colleagues and vendors to ensure quality customer service and support are provided to the University's community.

In order to prevent any disruptions in facilities and services, the position will also keep an eye on the Unit's daily activities. It is also anticipated that the staff will occasionally or periodically overseeing the work of the library assistant(s). Additionally, the position may be required to manage a small project or carry out intricate tasks in a functional or relatively specialised subject area.

Participation on Committees

The position may be required to participate in relevant committees as and when needed and as directed by the Manager, IR; or Director Administration; or by any other person as assigned by an authorised personnel.

Supervision Reporting Relationships

<u>This</u> positions' supervisor/manager	Manager, IR; or any other person as assigned by an authorised personnel
Other positions reporting to this position	Library Assistant(s)

Location

This position is located at the Swinburne University of Technology Sarawak Campus.

SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the <u>major outputs</u> for which the position is responsible and are <u>not a comprehensive statement</u> of the position activities.

		KEY RESPONSIBILITY AREAS
1.	**LIBRARY TECHNOLOGY SYSTEMS, ITS OPERATIONS, SUPPORT IN CATALOGUING AND DISCOVERABILITY OF LIBRARY RESOURCES (LIBRARY DISCOVERY AND SYSTEMS)**	• Oversee daily unit operations, execution and responsible for handling key information systems and technologies i.e.: - Web-scale discovery tool system or link-resolver service. - Identity and access management system. - Library management system including RFID security system. - Retractable-flap barrier gates. - Library information kiosk or self helpdesk. - In-house library repository or content repository system. - Library website. - Library mobile application. - Online chat and etc. • Access maintenance and content management to electronic resources. Maintain the accessibility of library resources and provide 'rich' library web presence or other platforms to improve users' experiences. • Develop and manage library collections of electronic resources in relation to the University's changing portfolio of programmes and research and to changing customer needs, developing the digital library and comprehensive access to eBooks, eJournals, online databases, data and digital objects. • Trouble-shoot technological problems and proactively manage technical changes. • Provide continual support and maintenance of library systems and technologies whenever necessary (hardware and software). • Support the library application changes and consider the anticipated impact on service availability. • Provide assistance in performing original and copy cataloguing for all bibliographic formats of library materials; determine appropriate guidelines in applying cataloguing rules of Anglo-American Cataloging Rules, Library of Congress subject heading policies, Resource Description and Access standard, Dewey Decimal Classification, MARC21 and catalog materials in categories advanced specialised backgrounds. • Support with the maintenance of holding records and catalogues for printed or electronic collections, as well as their accuracy for user-friendly access. • Collaborate, advise and participate with other units in metadata creation for the library's expanding digital collections and repositories.
2.	**COLLECTION ASSESSMENT AND PURCHASING (SCHOLARLY RESOURCES AND ACQUISITIONS)**	• Provide expertise and knowledge to assist supervisor in the purchase of new and continuing resources, including invoicing and receiving functions. • Undertake and oversee daily unit operations, executions and responsible to handle users' requests and acquisitions. • Liaise with other library staff and academics/faculties or schools on new acquisitions and changes to any subscriptions to ensure continuing access or provide other solutions. • Assist with the collection assessment and development by reviewing the library collection and users borrowing patterns and needs. • Monitor the usage level of resources and assess relevancy. • Represent the library in communicating with suppliers regarding purchases. • Manage library materials preservation aimed at prolonging the life of the materials.
3.	**CIRCULATION, OUTREACH AND INFORMATION SERVICES**	• Oversee the general daily operation of library services i.e. - Circulation, lending and reference services. - Maintenance of library's collections. - Reservations. - Inter-library loans. - Photocopying and printing.

		KEY RESPONSIBILITY AREAS
		- Stocks verification. - Orientation and information sessions. - Dissemination of information and others. • Oversee the library facilities, gauge their conditions and coordinates problem solution for all facilities-related issues. • Manage library's social media, marketing and promotions. • Oversee the duty roster for library staff and student rovers. • Provide expertise and knowledge to supervisor and manager with the administration of library operations. • Manage and assess library space.
4.	USER EDUCATION (ACADEMIC AND RESEARCH ENGAGEMENT)	• Conduct and promote library literacy workshops to Swinburne community. Maintain effective routes for receiving feedback from faculties/schools and other users, acting upon this to continuously enhance the quality and impact of library and learning services. • Develop strong literacy learning skills and ability to coach other support staff. Familiarity with searching, citation style(s) and reference tool(s). • Maintain the library resources in relation to the University's changing portfolio of programmes and research and to changing customer needs. • Maintain the contents in website, CANVAS and other repositories for continual support teaching, learning and research. • Develop guides, instructional videos, multimedia tutorial and etc.
5.	POLICIES AND PROCEDURES	• Contribute and maintain the Unit policies and procedures with a view to achieve best practice consistent with the overall Information Resources Unit's objectives. • Alert on changes and revisions in library maintenance or administrative practices, and recommend process improvements of the current practice. • Apply library policies and procedures as part of everyday library operations.
6.	INFORMATION AND TECHNOLOGICAL SKILLS	• Utilise the internet, online databases and print resources where appropriate, to meet the information needs of the library users. • Maintain best performance in an increasingly digital or ICT environment to embrace current trends.
7.	STATISTICS, ANALYSIS AND REPORTING	Record, maintain and report collection data as required and provide expertise to support the analysis of related activities. Ensure the accuracy of data collections.
8.	ADMINISTRATIVE AND OTHER FUNCTIONS	• Provide office administrative or technical support to the Manager, Information Resources and supervisors of various sections in Information Resources. • Provide assistance to other areas of the Library during peak times and as required. • Work effectively as a member of the Information Resources team including providing input, advice and assistance as and when required. • Act as library liaison to dedicated faculty or school when assigned.
9.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following: • Execute OHS requirements in respective work areas; • Maintain cleanliness, good housekeeping and overall safe work environment; and • Undertake immediate correction and improvement action on any non-compliance practices, and report all OHS related injuries, ill health or incidents to the OHS section.
10.	SWINBURNE VALUES AND CULTURE	• Commit to the Swinburne Values. • Conduct work professionally while demonstrating the Swinburne Values at all time.
11.	OTHER DUTIES	• Any other duties as and when required by the Manager, IR; or Director Administration; or by any other person as assigned by an authorised personnel.

SECTION C: Key Selection Criteria

Application letters and/or resumes must address the Qualifications and Knowledge/Experience/Attributes sections under the key selection criteria.

Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.	**Essential / Highly Desirable / Preferable**
1. a) A Bachelor's degree in libraryship or other relevant discipline from a recognised institution, or a Bachelor's degree with subsequent relevant experience; or b) A Diploma with a minimum of three (3) years of relevant work experience. Fresh Bachelor degree holders in relevant discipline can be considered.	Essential

Experience / Knowledge / Attributes: Required by the position to successfully perform the positions key responsibilities.	**Essential / Highly Desirable / Preferable**
1. Excellent presentation skills and passionate to impart knowledge to users.	Essential
2. Good IT skills including experience of word applications, spreadsheet packages and willingness to acquire new digital skills.	Essential
3. Demonstrated ability to negotiate and resolve problems effectively.	Essential
4. Excellent English both written and verbal communication skills.	Essential
5. Willing to work on call, night/midnight shifts and weekends. Flexible and ready to work outside of normal office hours when required and ability to perform tasks assigned under pressure and short notice.	Essential
6. Have a pleasant personality, good interpersonal, analytical and organisational skills.	Essential
7. Excellent administration, organissational skills and high level of attention to detail.	Essential
8. Demonstrated ability to work effectively in a team environment, to work independently, and to plan work activities under library direction.	Essential
9. Enthusiastic and passionate in creating content or materials ie. content creation, editing, graphic design, multimedia, production and video editing.	Highly Desirable
10. Experience and substantial knowledge of the use of an automated library management system, online databases and searching functions.	Highly Desirable
11. Sound understanding and appreciation of the role and function of the academic library.	Highly Desirable
12. Substantial knowledge of library procedures, practices, information systems or library technologies in an academic library environment.	Highly Desirable
13. Pro-active in contributing to the development and achievement of the goals of a modern university.	Highly Desirable
14. Demonstrated skills in developing and implementing business improvement process or system.	Highly Desirable