

POSITION DESCRIPTION – General Staff For levels 6/7 and above

Position Title: Learning and Research Services Team Leader

Level: 6/7

Faculty/Division: Deputy Vice-Chancellor's Unit (Education)

Department: Library

Primary purpose of the position:

The Learning and Research Services team leader is responsible for leading a team of professionals in maximising the benefit of the Library's information resources by delivering a range of services to support teaching and research that may include, advanced reference, research consultations, advanced information discovery and evaluation skills development, information resource identification and evaluation, and citation analysis and reporting.

Position Environment:

The Library aims to embed quality principles into all elements of resource management – human, physical and financial- to achieve and sustain recognised excellence in information provision and services which contribute to the achievement of the University's goals of excellence in teaching, research and the student experience. Progress towards this goal has been recognised through winning an Australian Business Excellence award 2000 and ongoing accreditation against the *Investor in People* standard; achieving Silver status in 2010.

The Library's Ideal Culture is based on the following values and personal attributes:

Values	Personal Attributes
<ul style="list-style-type: none"> • People First • Open Communication • Integrity • Commitment • Initiative • Collaboration • Sharing Knowledge and Learning 	<ul style="list-style-type: none"> • Approachable – friendly, patient, receptive, accessible • Reliable – dependable, responsible, consistent, trustworthy • Self Aware –willing to reflect on own actions • Positive – optimistic, enthusiastic, forward looking, 'can do' attitude • Flexible – open to change, adaptable, resourceful • Ethical – honest, principled

Our environment is complex and constantly changing. A challenging work environment results from developments in information technology and communication networks, the internationalisation of the University, alternative modes of teaching and remote access to university education, increasing emphasis on client service and the diversity of the University community.

Strategic initiatives and objectives are developed in alignment with University goals as part of the annual strategic planning process in which all Library teams participate. Team plans are guided by critical success factors and the Library's Performance Indicator Framework.

A range of training and development opportunities enables staff to meet the challenges of change and to pursue their career goals. In turn, each staff member has an individual responsibility to contribute to the improvement of processes within their team and throughout the Library.

Structure

Three divisions: Client Services, Resources and Technology Services. The structure is primarily team-based with minimum emphasis on traditional hierarchy.

Team Environment

The Learning and Research Services Team Leader is a member of the Liaison Services Team which operates within the Client Services Division. The Learning and Research Services team delivers information skills training, reference, research support and scholarly resource identification and evaluation across and within the full range of disciplines encompassed by the research and learning and teaching activities of UOW.

The team's core business processes are:

- Delivering relevant and high quality professional information services to support the development of graduate qualities e.g. *independent learner*
- Delivering research support services that contribute to increased research impact for UOW staff
- Informing collection building and development to create core collections aligned to UOW teaching and research priorities

Major Accountabilities/Responsibilities:

	Responsibilities	Outcome	Performance Indicators	% of Time
1.	<p>Lead team members in maximising the benefit of the Library's information resources by delivering a range of services that may include:</p> <ul style="list-style-type: none"> • Specialised reference • Information skills development • Research support <p>Provide reports to Associate Director on the quality and viability of services delivered</p>	<p>Academics and researchers are better informed in locating and using discipline specific content and comprehending metrics data</p> <p>Optimised coherent suite of services</p>	<p>Demand;</p> <p>Impact;</p> <p>Leadership effectiveness</p>	30
2.	<p>Manage and facilitate team effectiveness by establishing protocols and responsibilities within the team for providing advanced reference and consultation services to Library users including:</p> <ul style="list-style-type: none"> • Ensuring appropriate tools, resources, capabilities and communication framework are in place 	<p>Shared understanding of outcomes within team</p> <p>Operational tasks aligned to organisation's strategic direction and client outcomes</p>	<p>Planning success;</p> <p>Operational excellence</p>	20
3.	<p>Inform and support appraisal of existing collections for relevance to Learning, Teaching and Research needs of the UOW Community including:</p> <ul style="list-style-type: none"> • Creating and refining teaching approval plans and research alerts • Identifying relevant strengths and weaknesses of the existing collections • Deselecting according to identified parameters and protocols 	<p>Improved access to resources</p> <p>Services and products aligned to excellence and services and products</p>	Operational excellence	15
4.	<p>Foster an interdisciplinary approach to work of the team and ensure the growth of disciplinary knowledge in the areas of :</p> <ul style="list-style-type: none"> • Specialised reference • Research support • Information skills • Collection building 	Operational tasks aligned to organisation's strategic direction and client outcomes	Operational excellence	10
5.	<p>Provide effective leadership and direction to facilitate operational excellence and staff development including:</p> <ul style="list-style-type: none"> • Identify skills and ensure staff members build the appropriate capabilities • Performance monitoring and appraisal 	Effective team and individual performance	Learning and growth	15

	<ul style="list-style-type: none"> Setting individual and team objectives 			
6	Initiate and exercise strategy through: <ul style="list-style-type: none"> Effective contribution and leadership in team and Library meetings Projects, gathering and analysing data to support decision making processes of the team and Library Fostering agile and flexible approaches to problem solving and improvements needed 	Project outcomes which meet the needs of clients Constructive contribution to decision making and planning processes	Operational excellence; Planning success	10
8.	Observe principles and practices of Equal Employment Opportunity	Fair treatment in the workplace		Ongoing
9.	Observe WH&S responsibilities, accountabilities and authorities as outlined in the University OHS Roles and Responsibilities Document	A safe working environment for self & others.		Ongoing

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 type of work organisation concerned; and
- Do the job 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.

Reporting Relationships:

Position Reports to:	Associate Director, Client Services
The position supervises the following positions:	Learning and Research Services Librarians

Key Relationships:

Contact/Organisation:

Library clients
Faculty staff

Managers, Collection Development & Resources
Community groups requiring Library assistance
Strategic alliances related to the position

Purpose & Frequency of contact

Support services, class delivery (online or face-to-face)
Information management, collection development, research support
Resource selection
Reference help services, some instruction
Special libraries

Key Challenges:

The Team Leader will provide team members with strong direction and support to ensure the sustained delivery of a service model that is designed to respond to the evolving higher education environment.

1. Responding to high levels of change and an evolving environment in an agile manner
2. Meeting and responding to stakeholder expectations across a range of contexts
3. Maintaining current awareness of higher education drivers, particularly research and curriculum transformation

SELECTION CRITERIA – Knowledge, Skills & Competencies:

Essential Knowledge & Skills :

- demonstrated understanding of and ability to analyse, articulate and respond to the information needs of users
- demonstrated understanding of both the research cycle and learning and teaching challenges in a higher education context
- demonstrated leadership experience including the ability to analyse and report on team performance impact
- demonstrated agility and capacity to deliver creative solutions in response to a changing environment

Essential Competencies:

- actively pursues the achievement of the organisation's strategic outcomes via individual and team goals
- commits to self-improvement
- initiates and develops new services of considerable complexity
- interacts and negotiates effectively with a wide variety of people
- motivates others to achieve vision and purpose

Education & Experience:

Essential:

- Completion of a degree with subsequent relevant work experience; or extensive experience with substantial specialist expertise and broad knowledge of librarianship; or equivalent level of knowledge gained through any other combination of relevant experience and/or education/training. Eligible for Associate (professional) membership of ALIA

Special Job Requirements:

May be rostered to work at a service point between the hours 8 am – 10.15 pm Monday to Saturday

Approval:

Approved by Head of Unit: Margie Jantti, Director Library Services _____

Date: January 2014 _____

Approved by Human Resources: _____

Date: _____