

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

Position Title: Outreach Librarian Level: 6/7  
Faculty/Division: Academic Services Division Department: Library Position No:

**Primary purpose of the position:**

The Outreach Librarian supports the development and maintenance of effective relationships with Faculties, Schools, Centres and Administrative Units to create greater understanding and increased use of library supplied scholarly information, products and services. The Academic Outreach team is a strategic delivery channel for the library’s value proposition, in a one on one environment with primary stakeholders – academics, researchers and HDR students.

**Position Environment:**

The Library aims to embed best practice 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. The Library’s performance is regularly assessed through national benchmarking exercises, institutional reviews (e.g. AUQA, TEQSA) and attainment of certification against recognised standards of excellence, e.g. Australian Business Excellence and *Investors in People*. The Library was the first organisation in Australasia to achieve *Investors in People* Silver status recognition under a new certification framework in 2010. The Library Values underscore the culture of the Library and Vision that we aspire to.

Values	We agree to:
Excellence	Actively listen and respond to the needs and expectations of our clients and stakeholders Design and deliver outstanding services noted for their high quality and relevance Take pride in continuously enhancing our performance
Integrity	Gain the trust and respect of others through ethical, principled and considered actions; be truthful and honest Be transparent and responsible for plans, decisions and communications Advocate on behalf of clients for the best possible access to information
Courage	Face issues and opportunities with honesty, energy and a determination to succeed Encourage and support risk-taking within the parameters of the vision, mission and goals of the Library and those of the University Be prepared to acknowledge and learn from mistakes
Collaboration	Optimise available skills, knowledge and resources for mutual benefit and success Seek out and embrace opportunities to engage with others to enhance efficiency, effectiveness and outcomes
Transformation	Exercise initiative to assess and adjust practices for relevance and value Actively seek out and implement creative and innovative solutions aligned to agreed priorities and new and emerging standards of excellence Respect past achievements and learnings in the context of being a learning organisation Be accepting and embracing of change

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 the University’s and Library’s Vision and measured through 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

The Library is made up of two divisions: Client Solutions and Collections and Research Infrastructure; and the Administration Team. The structure is primarily team-based with minimum emphasis on traditional hierarchy.

### Team Environment

The Outreach Team is the primary contact point for the faculties and HDR community. Through the provision of a range of activities it fosters and maintains proactive, professional relationships with core stakeholders within the UOW community. The Academic Outreach Team sits within the Liaison Services team which is part of the Client Solutions Division. Its core business processes are:

- Managing and building client relationships
- Aligning Library services and products with stakeholder needs through one on one appointments
- Delivering targeted messages to relevant stakeholders

### Major Accountabilities/Responsibilities:

	Responsibilities	Outcome	Performance Indicators	% of Time
1.	Demonstrates the value of scholarly information, products and Library services to primary stakeholders: <ul style="list-style-type: none"> <li>• Scheduled consultations and high impact presentations</li> <li>• Using an agreed approach to communication with stakeholders to keep them informed and to solicit feedback</li> <li>• Collecting, reporting and analysing data to support decision and to inform priorities for the Library</li> </ul>	Build and maintain effective relationships with UOW community  UOW Library provides relevant and valued content, services and products to primary stakeholders	Client and stakeholder satisfaction; Impact; planning success	50
2.	Builds and maintains effective relationships with the UOW Research Community by: <ul style="list-style-type: none"> <li>• Monitoring and reporting on current faculty and divisional research, teaching and information requirements</li> <li>• Keeping up to date with faculty based trends and research developments</li> </ul>	Creating a value proposition for the Outreach Service	Operational excellence	25
3.	Works with stakeholders to identify opportunities for the delivery of new and existing services <ul style="list-style-type: none"> <li>• Apply initiative and critical thinking to scope service viability</li> </ul>	Library services are aligned to stakeholder needs	Planning success	10
4.	Effective contribution to team meetings, achievement of team goals and Library-wide initiatives including: <ul style="list-style-type: none"> <li>• Projects, gathering and analysing data to support decision making processes of the team</li> <li>• Demonstrated agile and flexible approaches to problem solving and improvements needed</li> </ul>	Constructive contribution to decision making and planning processes	Planning success	10
5.	Based on agreed criteria, monitor and evaluate own performance against targets and other agreed expectations	Targets met Increased understanding of own accountability	Operational excellence; Staff satisfaction	5
6.	Observe principles and practices of Equal Employment	Fair treatment in the		Ongoing

	Opportunity	workplace		
7.	Observe OH&S responsibilities, accountabilities and authorities as outlined in the University <a href="#">OHS Roles and Responsibilities Document</a>	A safe working environment for self & others.		Ongoing

### Reporting Relationships:

Position Reports to:	Team Leader Academic Outreach
The position supervises the following positions:	Nil

### 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.

### Key Relationships:

#### Contact/Organisation:

UOW community  
 Research Centres/Institutes  
 Managers, Collection Development & Resources  
 Manager, Repository Services

#### Purpose of contact

Connect and communicate between Library and Faculty  
 Connect and support Centres/Institutes  
 Resource selection  
 Connect and communicate Faculty and Library

### Key Challenges:

1. Delivering high impact communications and value propositions to external stakeholders
2. Meeting and responding to stakeholder expectations across a range of contexts and disciplines
3. Maintaining current awareness of higher education drivers, particularly research

### Selection Criteria – Knowledge & Skills:

#### Essential:

- demonstrated high level communication, presentation and negotiation skills and ability to build and maintain effective working relationships with stakeholders
- demonstrated ability to deliver high impact services in an information environment and the ability to articulate service value and resources to a diverse user community across a range of disciplines
- demonstrated ability to use quantitative and qualitative information gained from stakeholders to inform continuous process improvements
- demonstrated agility and capacity to deliver creative solutions in response to change within an emerging environment

## 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:

n/a

## Organisational Chart:

<http://www.library.uow.edu.au/about/UOW055130.html>

## Personal Attributes:

- actively pursues the achievement of individual and team goals and objectives
- delivers and implements client centred services
- commits to self improvement
- manages resources efficiently (physical, human, financial, information)

## Approval:

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

Date: June 2014 \_\_\_\_\_

Approved by Human Resources: \_\_\_\_\_

Date: \_\_\_\_\_