

# Role Description

TAFE Queensland

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<b>Position Title</b>	Client Services Librarian	<b>Job Ad Reference</b>	TQN 68-17
<b>Region</b>	TAFE Queensland	<b>Closing Date</b>	21 July 2017
<b>Portfolio</b>	TAFE Queensland Library Network	<b>Last Reviewed JEMS No.</b>	N0063
<b>Location</b>	Townsville	<b>TRIM No.</b>	05.2016
<b>Classification Salary</b>	Professional Officer (PO2), TAFE Queensland Award – State 2016 \$57,143 – 73,138 per annum Plus superannuation contributions of up to 12.75% of your annual salary		
<b>Employment Status</b>	Permanent Full-time		

## About TAFE Queensland

TAFE Queensland is the largest and most experienced provider of further education and training in Queensland offering practical, industry-relevant training to over 180,000 students annually, across more than 500 program areas.

On 1 July 2013, TAFE Queensland was established as an independent statutory body under the *TAFE Queensland Act 2013*.

The TAFE Queensland network comprises six regions delivering training from Thursday Island to the Gold Coast, from Bundaberg to Roma and across the South-east corner. The TAFE Queensland regions are:

- TAFE Queensland Brisbane
- TAFE Queensland SkillsTech
- TAFE Queensland Gold Coast
- TAFE Queensland East Coast
- TAFE Queensland South West
- TAFE Queensland North

TAFE Queensland is an organisation that puts our customers – students, employers, communities – at the centre of everything we do.

As an employee of TAFE Queensland, you will be part of the state's leading provider of further education and training committed to quality teaching, a safe working environment and delivering real outcomes for our students.

For more information about TAFE Queensland visit [www.tafeqld.edu.au](http://www.tafeqld.edu.au)

## Your Opportunity

The Client Services Librarian provides high quality library and information services and resources to TAFE Queensland students and staff, in accordance with TAFE Queensland policy and Library Network service standards.

This position is in the Client Services team and reports to the Team Leader, Client Services (who may be located in a different TAFE Queensland region).

## Key Responsibilities

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- Contribute to the success of transformation and cultural change through promoting and modelling the established values of Commerciality, Teamwork, Innovation and Accountability.
- Lead and coordinate the activities of the region's libraries and learning hubs; including collections management, providing student network computers, copiers and printing, learning spaces, equipment and resources loans and high-quality customer services to assist clients with general enquiries, finding resources, research and assignment queries, wireless and PC access, equipment use and copyright.
- Manage local library staff and budget within the parameters of the TAFE Queensland Library Network business plan.
- Align the delivery of library services to meet regional needs and compliment the TQ Product Governance model, and ensure that local needs are represented in Library Network plans and goals.
- Promote effective use of library resources and services.
- Contribute to continuous improvement through monitoring the use of library services and resources, seeking feedback from clients, and coordinating and reporting performance data.
- Participate in various Library Network and TAFE Queensland forums and committees as required, and contribute to planning processes.
- Participate in the management and implementation of projects as required to ensure the continued development of Library Network Services.
- Participate in the delivery of the Library Network programs and other promotional and marketing initiatives to ensure client awareness and usage of services and resources.

## Success Factors for the Role

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1. Demonstrated ability to live the TAFE Queensland values: Innovation, Accountability, Commerciality and Teamwork and to display the initiative, attitude and ability to thrive within a dynamic, challenging and changing environment and effectively manage competing priorities.
2. Proven experience and high level skills in the application of the full range of professional library and/or information science practice with an understanding of current developments in information technology and telecommunication in the areas of information resources access and management.
3. High level research, analysis and information and knowledge management skills that support TAFE Queensland's systemic resource management priorities and the management and coordination of library initiatives and programs.
4. Demonstrated knowledge of copyright legislation and current and developing copyright related issues in the areas of libraries, contemporary education services and crown copyright.
5. Possess well-developed interpersonal and communication skills including confidential communication, written communication and client liaison skills.

## Qualifications / Requirements

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### *Mandatory requirements:*

- Possession of an undergraduate degree in Library and Information Studies which allows eligibility for professional membership of the Australian Library and Information Association, in conjunction with at least 1 years' subsequent relevant experience in an academic library or agreed equivalent. Graduates are welcome to apply.

### *Highly desirable requirements:*

- Completion of, or currently enrolled in, higher degree studies in areas of direct relevance to the reference, liaison role – library science, information technology or management and/or a qualification in adult learning.

## How to Apply

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To apply for this role, all applications must be submitted via [www.seek.com.au](http://www.seek.com.au) by **5pm Friday, 21 July 2017** including the following:

- A resume outlining major achievements and aligned to the *Success Factors for the Role* section of this role description;
- Contact details for 2 referees (one of whom should be your current supervisor);
- Certified copies of qualifications.

When applying quote Job Ad Reference Number **TQN 68-17**.

*For further information, please contact:*

Dianne Canning  
Manager, Client Services TAFE Library Network  
(07) 4694 1590

## Additional Information

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- The successful applicant will be appointed to the equivalent PO2 classification with eligibility for progression to the equivalent PO3 level (as outlined within section 12.10 of the *TAFE Queensland Award - State 2016*) once specific criteria have been met or demonstrated.
- You may be required to travel and work across multiple locations.
- It would be highly desirable for the incumbent to possess a current driver's licence.
- A criminal history check will be initiated on the successful applicant.
- A non-smoking policy applies in Queensland government buildings, offices and motor vehicles.
- If the successful applicant has been engaged as a lobbyist, a statement of their employment is required.
- You may be required to complete a period of probation.