



Position Description – Library Officer, Document Delivery

Position Details

Position Title:	Library Officer, Document Delivery
College/Portfolio:	Education Portfolio
School/Group:	RMIT University Library
Campus Location:	Based at the Bundoora West campus, however may be required to work and/or be based at other campuses of the University.
Classification:	HEW 5
Employment Type:	Fixed term
Time Fraction:	1.0

RMIT University

RMIT is a multi-sector university of technology, design and enterprise. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick, Bundoora and Point Cook, along with other Victorian locations. There are also two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

Education Portfolio

The Education Portfolio is headed by the Deputy Vice-Chancellor Education and Vice President who leads the planning and implementation of the University's strategies related to RMIT's academic programs and the RMIT student experience. The Portfolio is responsible for services to support the quality of RMIT programs, including the professional development of academic staff, continuous improvement of the student experience, learning and teaching outcomes and the management of learning and research information sources.

The Education Portfolio plays a key role in empowering students to access education, participate actively in the life of the University and achieve successful and fulfilling lives beyond graduation. The provision of a stimulating and satisfying experience for students is a priority for the University.

RMIT University Library

RMIT University Library is a creative partner in the achievement of RMIT University's teaching, learning and research goals. It engages with other groups within the University to design initiatives that have a positive impact on the student experience including the provision of direct support, advice and guidance for students' academic skill development. It provides resources, services and facilities to support the information needs of RMIT's large and globally distributed student and staff population and supplies expertise for the management of the University's archives and business information.

In order to support the goals and operations of the University the Library is arranged into 4 main functional areas: Learning; Teaching and Research; Collections and Quality and Engagement. The RMIT Library increasingly delivers collections and services online to maximise access by the RMIT user population.

At RMIT Melbourne, the University Library operates from 4 different locations: the Swanston Library; the Bundoora Library; the Carlton Library and Brunswick Library. At RMIT Vietnam, the Library supports the 6,000 students from 2 locations: Ho Chi Minh City and Hanoi. They provide flexible, networked spaces for individual and group study, computer equipped group study rooms and seminar rooms for academic and library research skills training.

www.rmit.edu.au/library

Position Summary

The Library Officer, Document Delivery is part of a team that is responsible for ensuring that the best resources are selected to support RMIT scholars. The position has a focus on supporting the operations of Document Delivery, which encompasses interlibrary loans, cross campus copies and supply to remote students. The incumbent may be required to perform duties in any Collections team in addition to Document Delivery functions.

Any member of the Library staff may be required to assist in other areas of Library operations for limited periods, should circumstances warrant. The role may also be required to work across the Library on projects and programs of work.

Reporting Line

Reports to: Senior Coordinator, Collection Development

Direct reports: N/A

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Process Document Delivery requests placed by RMIT staff and students and by client libraries
- Provide support by telephone, email and in person to customers in relation to Document Delivery
- Assist in developing and testing new workflows and/or software
- Create and maintain procedures, collect and report statistics
- Undertake specific projects and tasks as directed
- Contribute to Collection Development activities as required

Key Selection Criteria

1. Demonstrated experience in or knowledge of document delivery operations, procedures and practices desirable
2. Demonstrated focus on delivering excellent customer service
3. Flexible approach to change and ability to adapt to changes in workflows and the work environment
4. Demonstrated ability to work co-operatively and contribute to the achievement of team goals
5. Well-developed communication and interpersonal skills
6. Demonstrated aptitude and skills in using a range of software applications (e.g. Microsoft Office Suite, Library Services Platform – Alma preferred).

Qualifications

Qualification in Library and Information Services or equivalent combination of relevant experience and/or education/training.

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT