Position Details

Communication & Information- CSOF4

THE FOLLOWING INFORMATION IS FOR APPLICANTS	
Advertised Job Title	Document Delivery Librarian
Job Reference	100118
Tenure	Indefinite, Full-time
Salary Range	AU$96,811- AU$109,527 per annum (pro-rata for part-time) plus up to 15.4% superannuation
Location(s)	Black Mountain, ACT (preferred) or Clayton, VIC (considered)
Relocation Assistance	Will be provided to the successful candidate if required
Applications are open to	Australian Citizens Only
Position reports to the	Library Collections Supervisor
Client Focus – Internal	80%
Client Focus – External	20%
Number of Direct Reports	0
Enquire about this job	Contact Karen Vinoles via email at Karen.vinoles@csiro.au
How to apply	Apply online at https://jobs.csiro.au/ Internal applicants please apply via **Jobs Central** If you experience difficulties when applying, please email careers.online@csiro.au or call 1300 984 220.

Acknowledgement of Country

CSIRO acknowledges the Traditional Owners of the land, sea and waters, of the areas that we live and work on across Australia. We acknowledge their continuing connection to their culture and pay our respects to their Elders past and present. View our vision towards reconciliation.

Child Safety

CSIRO is committed to the safety and wellbeing of all children and young people involved in our activities and programs. View our Child Safe Policy.

Role Overview

The Library empowers CSIRO people and research by providing exceptional access to information resources and information professionals. As Australia's largest science library we enable discovery

and access to a comprehensive and diverse collection across scientific and social science disciplines, and curate CSIRO's research publications. The Library fosters a culture that builds information literacy through professional reference, training and advisory services. Library staff work in a geographically distributed environment across three teams with dedicated technical support.

Library Collections provides CSIRO people with access to information from CSIRO Library's collections across all formats, and via inter-library loan and document delivery services. The team manages the physical library presence at Black Mountain, ACT as well as the print collection at Clayton, VIC. CSIRO Library holds approximately 17 linear kilometres of specialist science materials in its physical collections.

As a member of the Library Collections team, the Document Delivery Librarian performs complex document delivery and collections functions and contributes to the development and operation of information delivery workflows in a busy requesting environment. This includes triaging, fulfilling and problem-solving document delivery and collection requests received from CSIRO people and external requesters, as well as performing more complex activities relating to management of physical library collections.

Working as part of the Black Mountain Library team, the Librarian contributes to delivery of services associated with physical libraries and collections. A flexible approach and teamwork is essential, as well as a willingness to work across the Library to deliver high value services and functions.

Minimum onsite attendance requirement 4 days per week.

Duties and Key Result Areas

- As part of the Library Collections team, triage and process internal and external requests for collection materials, purchase on demand and inter-library loans, according to enterprise guidelines and in accordance with licensing, copyright and document classification.
- Troubleshoot and resolve complex problems relating to document delivery and collection requests, including verifying citations using various information sources.
- Liaise with and provide assistance to library users face-to-face, via telephone and online.
- Lead the regular review of library management system enhancements in relation to document delivery and circulation and recommend changes as they relate to and improve resource sharing workflows.
- Working as part of a multi-disciplinary team, contribute to the delivery of Black Mountain Library onsite services and programs.
- Ensure that CSIRO publication outputs are professionally curated, open, and available through our repositories maximising the visibility and exposure of CSIRO research, including description and upload of born-digital and digitised resources to the Research Publications Repository, according to library guidelines.
- Assist in the development and training of Library colleagues in areas of subject matter expertise, including developing and maintaining guidelines and documentation.
- Work collaboratively to develop and deliver high-value library services, projects and initiatives.

- Establish networks with other library and information practitioners to ensure that the Library continues to add value to CSIRO's operations.
- Communicate openly, effectively, and respectfully with all staff, users, and suppliers in the interests of good business practice, collaboration, and enhancement of CSIRO's reputation
- Adhere to the spirit and practice of CSIRO's Values, Code of Conduct, Health, Safety and Environment procedures and policy and diversity initiatives.
- Other duties as directed.

Selection Criteria

Essential

Under CSIRO policy only those who meet all essential criteria can be appointed.

1. Undergraduate or postgraduate qualification in a relevant area such as Librarianship or Information Management eligible for membership of ALIA, together with relevant library or information experience.
2. Significant experience in delivering document delivery and collection circulation services and an awareness of relevant networks, sources, and systems, including proficiency in problem solving complex or obscure requests.
3. Significant experience in using document delivery requesting and management systems.
4. Demonstrated experience in liaising and communicating with library users and suppliers.
5. Demonstrated task organisation and time management skills and ability to meet deadlines, as well as proven ability to work independently and as part of a team to achieve service outcomes and key performance indicators.
6. Knowledge and experience in using a high end library management system, such as Alma.

Desirable

1. Understanding of processes involved in digitisation of library materials.
2. Understanding of and experience in delivery of services and programs relevant to physical libraries.
3. Current Australian driver's licence.

Required Competencies

- **Teamwork and Collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.
- **Influence and Communication:** Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others' reactions.
- **Resource Management/Leadership:** Allocates activities, directs tasks and manages resources to meet objectives. Provides coaching and on the job training, recognises and supports staff achievements and fosters open communication in the team.

- **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
- **Independence:** Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
- **Adaptability:** Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

Special Requirements

Appointment to this role may be subject to conditions including provision of a national police check as well as other security/medical/character clearance requirements.

The successful candidate will be required to obtain and maintain a security clearance at the Baseline level.

Lifting, scanning and photocopying is required in accordance with safe work practices.

About CSIRO

We solve the greatest challenges through innovative science and technology. Visit CSIRO Online for more information.

CSIRO is a values-based organisation. In your application and at interview you will need to demonstrate behaviours aligned to our values of:
- People First
- Further Together
- Making it Real
- Trusted