POSITION DESCRIPTION:

SECTION A: Position Context

Position Title	Library Assistant
Position Grade	NE2
Category	Non-Executive
Campus / Unit	Sarawak Campus – Information Resources (IR)
Division	Student and Corporate Services
Term of Appointment	Full-time Appointment
Effective Date	September 2023

Position Purpose

The position is an administrative position at the Sarawak Campus and supports the information resources functions of the University. The appointee is responsible for carrying out tasks related to various functions of IR Unit with the aim to support all the students, academic staff and stakeholders in their learning, teaching and research. The appointee will also assist in the planning of related IR activities as well as responsible for implementing process improvements and any other initiatives across other sections of the IR Unit as well as any other relevant tasks as assigned.

It is expected that the responsibilities and scope of the position will grow accordingly with the increase in student numbers. Appointee will work collaboratively with users, library colleagues and vendors to ensure quality customer service and support are provided to the University's community.

University Information

As a 21st century university at the cutting edge of technology, innovation and entrepreneurship, Swinburne University of Technology has an ambitious vision to become the prototype of a new and different university. A next generation university. With a century long history of educating and training students with high-quality, career-orientated education and strong links to industry and the community it aims to bring people and technology together to create a better world.

Swinburne has an international reputation for quality research that connects science and technology with business and the community. The University standing in prestigious world academic ranking lists reflects our commitment to high-quality teaching and research and graduate outcomes.

Swinburne's emphasis is on high quality, engaged teaching and research in science, technology, business, design and innovation – teaching and research that makes a difference in the lives of individuals and contributes to national economic and social objectives.

Swinburne works to advance quality research through partnerships with industry, our communities and other universities within Australia and internationally, to achieve outcomes that are directly relevant to industry and society.

Swinburne offers both Higher Education and Vocational Education courses and programs, along with online education through both Swinburne Online and Open Universities Australia. The University has multiple campuses in Melbourne, Australia, and also an international campus in Sarawak, Malaysia.

The Campus in Sarawak is a licensed branch campus university in Malaysia which offers selected undergraduate, postgraduate and research degree courses identical to those offered at other Swinburne campuses in Australia. It also offers pre-university foundation programs. The Campus was established in 2000 as Swinburne Sarawak Institute of Technology and on gaining university status in Malaysia changed its name to Swinburne University of Technology Sarawak Campus in June 2004.

The Campus occupies a 16.5-acre site in central Kuching, the state capital of Sarawak. The Sarawak Campus has students from Malaysia and other countries, and plans to expand rapidly as its staff and facilities are developed continuously to allow a greater number and diversity courses to be offered.

The Campus in Sarawak is a joint venture between Swinburne University of Technology in Australia and the State Government of Sarawak through two of its shareholders – Yayasan Sarawak and the Sarawak Higher Education Foundation. The campus is part of a long-term strategy by Swinburne Australia, established in 1908, to globalise its operations and provide its students with international living, working and learning opportunities.

Information Resources

The Swinburne Sarawak Information Resources (Library) supports students, academic staff and researchers, as an educational resource, a lending library, and a centre for research. The library is a technology integrated learning facility, provides learning resources and services to support the University's learning, teaching and research programs. Access to electronic resources is available on and off campus. The key roles and functions of the Library include:

Library Discovery and Systems:
- Technological library infrastructure, digital and innovation;
- Maintenance, support of digital and technical services, inclusive of contents;
- Information support and maintaining access of electronic resources;
- Resources, content and web discovery; and
- Cataloguing and creating records of library materials / classification.

Scholarly Resources and Acquisitions:
- Collection development, assessment and curation;
- Development of open access collections;
- Materials preservation;
- Review of access agreements and contracts; and
- Analysis and planning for operations related to acquisitions and services.

User Support and Outreach:
- Memberships and circulation functions;
- Customer and reference services;
- Maintenance and organisation of library materials. Stock verification;
- Library activities, marketing and promotions; and
- Space, infrastructure and project innovation.

Academic and Research Engagement:
- Develop and manage instructional infrastructure;
- Conduct library literacy workshops;
- Academic and research services;
- Maintaining subject guides or subject materials; and
- Library liaison program.

URL to web pages:	https://www.swinburne.edu.my

Participation on Committees

The appointee will be required to participate in relevant committees as and when is needed for the efficient performance of duties and as directed by the Manager, IR and/or by an authorised personnel.

Supervision Reporting Relationships

This positions' supervisor/manager	Manager, IR and/or any other person as assigned by him/her or by an authorised personnel.
Other positions reporting to this position	None

Location

This position is located at the Swinburne University of Technology Sarawak Campus.

SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

		KEY RESPONSIBILITY AREAS

1.	CUSTOMER AND CIRCULATION SERVICE	• Model and provide service excellence in all interactions with the stakeholders.
		 • Provide library support and customer service to stakeholders; accurate information and data.
		 • Perform the routine library services such as, but not limited to:
		   - Perform patron registration and transaction activities;
		   - Monitor all lending activities, printing reloads, fines collection and assist in the maintenance of library materials;
		   - Reshelving, tidying and rearrangement of library materials. Assisting with work connected with the disposal of library materials;
		   - Manage the service requests;
		   - Handling orientations for new students or basic literacy workshops;
		   - Monitor traffic flow;
		   - Take action to deal with disruptive or problem patrons;
		   - Manage patrolling, sorting and organise of library resources;
		   - Handle inter-library loans;
		   - Assisting in library activities and promotional events;
		   - Handle simple IT support;
		   - Assisting to maintant key information technology, tool and information systems. Proactively managing technical changes and troubleshooting basic technological issues;
		   - Assisting in maintainin access to library resources and its holding records;
		   - Promoting and marketing of library resources; and
		   - Assist on any ad-hoc tasks as and when required.
		 • Maintain a clean, safe and organised library.
		 • Maintain collections are placed in correct location, and the facilities and equipment in the library are functional.

2.	ADMINISTRATIVE, IT AND CLERICAL ACTIVITIES	• Provide office administrative or technical support to the Manager, Information Resources and supervisors of various sections in Information Resources. • Perform clerical activities such as word, data entry, filing, documents sorting. • Perform basic cataloguing process, book wrapping and new books display. • Facilitate the acquisition of books and other materials, receiving and invoicing.
3.	POLICIES AND PROCEDURES	• Contribute and maintain the unit policies and procedures with a view to achieve best practice consistent with the overall Information Resources Unit's objectives. • Alert on changes and revisions in library maintenance or administrative practices, and recommend process improvements of the current practice.
4.	INFORMATION AND TECHNOLOGICAL SKILLS	• Utilise the internet, online databases and print resources where appropriate, to meet the information needs of the library users. • Maintain best performance in an increasingly digital or ICT environment to embrace current trends.
5.	STATISTICS, ANALYSIS AND REPORTING	• Record, maintain and report collection data as required and provide expertise to support the analysis of related activities. Ensure the accuracy of data collections.
6.	OTHER FUNCTIONS	• Apply library policies and procedures as part of everyday library operations. • Provide assistance to other areas of the Library during peak times and as required. • Act as library liaison to dedicated faculty/or school when assigned.

		KEY RESPONSIBILITY AREAS
7.	**OCCUPATIONAL HEALTH AND SAFETY (OHS)**	Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following: • Execute OHS requirements in respective work areas; • Maintain cleanliness, good housekeeping and overall safe work environment; and • Undertake immediate correction and improvement action on any non-compliance practices, and report all OHS related injuries, ill health or incidents to the OHS section.
8.	**SWINBURNE VALUES AND CULTURE**	• Commit to the Swinburne Values. • Conduct work professionally while demonstrating the Swinburne Values at all time.
9.	**OTHERS**	• Work effectively as a member of the Information Resources team including providing input, advice and assistance as and when required. • Any other duties as and when required by the Manager, IR, or Director Administration; or by an authorised personnel.

SECTION C: Key Selection Criteria

Application letters and/or resumes must address the Qualifications and Knowledge/Experience/Attributes sections under the key selection criteria.

Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		**Essential / Highly Desirable / Preferable**
1.	Diploma in Information Technology or other related discipline from a recognised institution with at least three (3) years of work experience.	Essential

Experience / Knowledge / Attributes: Required by the incumbent to successfully perform the positions key responsibilities.		**Essential / Highly Desirable / Preferable**
1.	Good IT skills including experience of word applications, spreadsheet packages and willingness to acquire new technical skills.	Essential
2.	Good communication skills in English both written and oral.	Essential
3.	Willing to work on call, night/midnight shifts and weekends.	Essential
4.	Ability to pay attention to details.	Highly Desirable
5.	Have a pleasant personality with strong customer service focus, good interpersonal, analytical and organisational skills.	Highly Desirable
6.	Demonstrated ability to work effectively in a team environment, to work independently, and to plan work activities under library direction.	Highly Desirable
7.	Substantial knowledge of library procedures and practices in an academic library environment.	Desirable
8.	Sound understanding and appreciation of the role and function of the Library, especially in information systems and library technologies in supporting the academic staff members and students.	Desirable

Further Information:

Further information is available from Human Resources at fax +60 82 260821, email careers@swinburne.edu.my.

Applications:

Applications should include a detailed CV indicating qualifications, experience and other matters considered relevant to the application.

The University has a policy requiring successful applicants to produce evidence of all formal qualifications prior to commencing employment.

I accept the Position Description as stated above and that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to position descriptions will be in accordance with the position grade and category, and consistent with the purpose for which the position was established.

Name:

Date:

Signature: