

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Library Assistant
Position Grade	NE2 – Assistant
Category	Non-Executive
Campus / Unit	Sarawak Campus – Information Resources (IR)
Term of Appointment	Full-Time Appointment
Effective Date	January 2026

Position Purpose

The position is an administrative position at the Sarawak Campus and supports the information resources functions of the University. The position 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 position 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. The position will work collaboratively with users, library colleagues and vendors to ensure quality customer service and support are provided to the University's community.

Participation on Committees

The position will be required to participate in relevant committees as and when is needed for the efficient performance of duties and as directed by the Information Resources Executive; or Manager, IR; or Director, Administration; or any other person as assigned by an authorised personnel.

Supervision Reporting Relationships

<u>This positions' supervisor/manager</u>	Information Resources Executive; or any other person as assigned 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.	<p>CUSTOMER AND CIRCULATION SERVICE</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> - Perform patron registration and transaction activities; - Monitor all lending activities, printing reloads, fines collection and assist in the maintenance of library materials; - Reshelve, tidy and rearrange library materials. Assist with work connected with the disposal of library materials; - Manage the service requests; - Handle 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; - Assist in library activities and promotional events; - Handle simple IT support; - Assist in maintaining key information technology, tool and information systems. Proactively manage technical changes and troubleshooting basic technological issues; - Assist in maintaining access to library resources and its holding records; - Promote and market library resources; and - Assist on any ad-hoc tasks as and when required. • Maintain a clean, safe and organised library. • Ensure collections are placed in correct location, and the facilities and equipment in the library are functional.
2.	<p>ADMINISTRATIVE, IT AND CLERICAL ACTIVITIES</p> <ul style="list-style-type: none"> • 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. • 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.
3.	<p>POLICIES AND PROCEDURES</p> <ul style="list-style-type: none"> • 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. • Apply library policies and procedures as part of everyday library operations.
4.	<p>INFORMATION AND TECHNOLOGICAL SKILLS</p> <ul style="list-style-type: none"> • 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.	<p>STATISTICS, ANALYSIS AND REPORTING</p> <ul style="list-style-type: none"> • Record, maintain and report collection data as required and provide expertise to support the analysis of related activities. Ensure the accuracy of data collections.

KEY RESPONSIBILITY AREAS	
6.	<p>OCCUPATIONAL HEALTH AND SAFETY (OHS)</p> <p>Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following:</p> <ul style="list-style-type: none"> • 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.
7.	<p>SWINBURNE VALUES AND CULTURE</p> <ul style="list-style-type: none"> • Commit to the Swinburne Values. • Conduct work professionally while demonstrating the Swinburne Values at all time.
8.	<p>OTHER DUTIES</p> <ul style="list-style-type: none"> • 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 Information Resources Executive; or Manager, IR; or Director Administration; or any other person as assigned 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 from a recognised institution with subsequent relevant working experience. Fresh diploma holders in relevant discipline can be considered.	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.	Preferable
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.	Preferable