



## Position Description – Library Officer, Document Delivery

### Position Details

<b>Position Title:</b>	Librarian, Document Delivery
<b>Portfolio:</b>	Education
<b>School/Group:</b>	University Library
<b>Campus Location:</b>	Based at the Bundoora campus but may be required to work and/or be based at other campuses of the University.
<b>Classification:</b>	HEW 6
<b>Employment Type:</b>	Fixed Term (Replacement Employee)
<b>Time Fraction:</b>	1.00

### 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>

## Portfolio/Group

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### 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 maximize 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](http://www.rmit.edu.au/library)

### Position Summary

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The position is responsible for coordinating and supervising the day to day operations of Document Delivery functions which encompasses requesting and supplying resources to RMIT users remotely or across campus locations, and to other library services worldwide.

### Reporting Line

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Reports to: Senior Coordinator, Collection Development  
 Direct reports: No staff directly report to this position

### Organisational Accountabilities

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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.

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

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- Provide customer-oriented and efficient document delivery services to the RMIT Community.
- Coordinate Document Delivery Services workflow of supplying materials for other libraries.
- Assist with the processing of document delivery requests from customers, in particular overseas requests.
- Coordinate the supply and digitisation of RMIT theses for purchase.
- Undertake other specific Document Delivery projects and tasks as required.
- Coordinate the provision of effective training in document delivery policies, procedures and operations.
- Provide support by telephone, email and in person to customers in relation to document delivery.

- Provide supervision and coordinate day to day activities for a small team of staff undertaking document delivery activities.
- Liaise with other members of the University in relation to document delivery as required.
- Gather and collate data for analysis, including producing reports.
- Role model a growth mindset and a readiness to be adaptable, working in an agile way.
- Other duties consistent with the level and focus of the position, as required.

**Key Selection Criteria**

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- Knowledge and demonstrated experience in the use of applications relating to document delivery, automated circulation systems and the Microsoft Office suite of software.
- Excellent communication skills including the ability to provide authoritative advice.
- Demonstrated experience supervising small teams.
- Proven ability to work independently or as part of a team and with demonstrated ability to work effectively with colleagues and stakeholders at all levels across the University.
- Understanding and knowledge of document delivery practices.
- Proven ability to exercise initiative and independence in appropriate circumstances.
- Ability to work with limited direction and adapt to changing work practices.

**Qualifications**

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Completion of Associate Diploma/Diploma of Library and Information Studies with at least 2 years subsequent relevant work experience

**OR** An equivalent combination of relevant experience and /or education/training

**AND** eligibility for membership of ALIA

**Other Relevant Information**

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Appointment to this position is subject to passing and maintaining a **Working with Children Check** and other checks including National Police Check as required by the specific role.

<b>Endorsed:</b>	Name: Karthik Babu Title: Senior Coordinator, Collection Development Date: 20 March 2024	<b>Approved:</b>	Name: Arlene O'Sullivan Title: Associate Director, Collections Date: 20 March 2024
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