

# NATIONAL LIBRARY OF AUSTRALIA

## DUTY STATEMENT

Date Approved: 18/06/09

Position Number: 1789

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Classification: AUST. PUBLIC SERVICE OFFICER LEVEL 4  
Division: Resource Sharing and Innovation  
Branch: Collaborative Services  
Position Title: Libraries Australia Help Desk Support Officer

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### DUTIES

Under general guidance:

1. Manage the day to day operation of the Libraries Australia directories.
  2. Assist customers with Libraries Australia services via the Libraries Australia Help Desk telephone and email.
  3. Assist with the management of the Libraries Australia Help Desk including:
    - providing assistance and support to other Help Desk staff
    - updating documents and manuals used on the Help Desk.
    - managing of and sharing the rostered duties.
  4. Perform general clerical tasks in the Collaborative Services Branch as required including administrative tasks supporting Libraries Australia Customer Services activities.
  5. Assist with other duties as directed.
  6. Ensure the application of Workplace Diversity, Occupational Health and Safety and Industrial Democracy guidelines and principles in the workplace.
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Duties representing highest function: 1 & 2  
Immediate supervisor: APS 5 (PN 1653)

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## SELECTION CRITERIA

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### 1. Knowledge and Expertise

**Knowledge of Libraries Australia and associated services, or demonstrated ability to acquire such knowledge.**

The occupant is a member of a small team answering queries coming to the Libraries Australia Help Desk via phone or email. Working knowledge of Libraries Australia is highly desirable to perform these duties.

Familiarity with library and resource sharing services in general would be an advantage.

### 2. Personal Skills/Attributes

**Demonstrated ability to communicate clearly and effectively, both orally and in writing.**

The occupant is required to liaise with Libraries Australia customers via the Libraries Australia Help Desk. The ability to communicate clearly and effectively, both orally and in writing, is essential to perform these duties.

**Ability to work effectively, with limited supervision, as part of a team.**

The occupant works as a member of a team, sharing a common workload, such as the Libraries Australia Help Desk. A capacity to work flexibly, to cooperate with others, to recognise and allocate priorities and meet deadlines is required.

**Ability to assist in solving problems relating to Libraries Australia and other services.**

An important part of this position will be to analyse and resolve issues referred to the Libraries Australia Help Desk.

### 3. An understanding of Workplace Diversity, Industrial Democracy, Occupational Health and Safety and risk management responsibilities.

An awareness of and the ability to apply the guidelines and principles required under Workplace Diversity, Occupational Health and Safety and Industrial Democracy legislation is important.

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Division Head Approval \_\_\_\_\_

Date \_\_\_\_\_

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## JOB DESCRIPTION

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Libraries Australia is the major service for Australian libraries enabling access to material held in collections across the nation, sharing descriptions of resources and requesting for material for their users. This is an exciting position with responsibility for the development and maintenance of services for Libraries Australia.

The occupant of this position will be responsible for the day to day management of Libraries Australia directories, and will also assist with coordinating the operations of the Libraries Australia Help Desk. Tasks include managing the Help Desk roster and updating user documentation, including web documentation.

The National Library's objective is to ensure Australians have access to a national collection of library material to enhance learning, knowledge creation, enjoyment and understanding of Australian life and society.

### The Library

- works in partnership with Australian libraries; and
- plays an active role in the community of world libraries.

One of the Library's key challenges is to harness the benefits of new technologies to provide the Australian community with greater access to our own extraordinary collection and the information resources of the world.

The Library values creative, innovative staff with a demonstrated commitment to excellence and recognises the important contribution its staff makes towards meeting its goals. We welcome diversity, including diversity of educational background and cultural heritage.

Further information about the Library can be obtained at <http://www.nla.gov.au/>.

Further details on our conditions of employment can be accessed at <http://www.nla.gov.au/nla/agreement/>.