

JOB DESCRIPTION

Reference Librarian (UOW/UOC)

ROLE TITLE	Reference Librarian
SECTION/DIVISION:	University Library, Academic Division
REPORTS TO:	Deputy Health Sciences Librarian (UOW/UOW)
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	Enhance the learning, teaching, and research activities of the University by delivering high-quality library services, with a focus on information literacy instruction, research support, and the provision of expert advice across the academic and clinical environments. This role supports researchers throughout the research lifecycle, contributes to responsive, user-centred services delivery in collaboration with academic staff, students, and professional colleagues, and provides library services to Health New Zealand (HNZ) staff in the Waitaha Canterbury and Capital & Coast districts as part of the University's service agreement with HNZ.
ACCOUNTABILITIES:	Instructional Development and Delivery - Plan, develop and deliver high quality library training that supports academic courses, research, and clinical needs, both onsite and remotely. - Ensure instructional design is based on sound pedagogical principles and that course content aligns with clear learning outcomes. - Design and develop instructional materials to enhance new and existing teaching initiatives. - Evaluate the effectiveness of training and resources, actively reflecting on practice to improve teaching skills and stay current with educational methods and theories. - Contribute to the development of library guides, in accordance with best practice in web writing and instructional design. - Actively promote library services and resources to university staff and students. Information Services - Deliver high-quality research support that meets the evolving needs of researchers and students, and Health New Zealand (HNZ), contributing to the University's and HNZ's shared goals of research excellence. - Ensure timely and effective responses to complex information queries across multiple channels, including in-person and digital platforms. - Provide expert guidance and training in the use of information resources, tools, and referencing software. - Undertake literature searches and critical evaluation of resources to meet diverse client needs. - Maintain accurate records of interactions and services provided to support reporting and continuous improvement. Research Support Services - Provide high-quality, research support services that align with the evolving needs of research and students. - Provide guidance throughout the research lifecycle, including literature discovery, publishing, and the measurement of research impact. - Promote and support responsible research practices, particularly in relation to open access, licensing and copyright compliance.

- Strengthen researcher engagement by proactively building and maintaining relationships across the academic community.
- Apply bibliometrics and research analytics expertise to support research evaluation, strategic reporting and impact assessment.

Teamwork

- Contribute to a collaborative team culture that supports high performance and advances the strategic goals of the library and the wider University.
- Apply professional expertise to support Library projects, service planning, and continuous improvement initiatives that enhance teaching, learning and research.
- Strengthen service delivery through active participation in team planning evaluation processes, and collaboration with colleagues across functional areas.
- Share knowledge, resources, and ideas through formal and informal channels, including participation in the annual northern campus Community of Practice forum.
- Maintain high-quality user service by covering a regular lending desk shift and liaising effectively with Collections and Customer Services staff.
- Enhance professional capability, particularly in teaching and support for learning, by engaging in development opportunities offered by the Library and University.
- Undertake additional duties as required to support Library operations and team effectiveness.

KEY RELATIONSHIPS:

Internal

Deputy Librarian, Health Sciences and Senior Librarian, Health Sciences
All Library staff
Students and academic staff
Professional staff

External

HNZ staff
Peers in Universities in New Zealand and Australia

QUALIFICATIONS AND EXPERIENCE:

Essential

A tertiary-level qualification in library and information studies or a comparable discipline, or equivalent professional experience.
Proven experience in the delivery of information and research support services.
Experience designing and delivering effective client education and training.
Experience using scholarly databases, information resources, and referencing software in an academic or research context.
Experience working collaboratively within a team environment.
Proven ability to engage with learners and clients from diverse cultural and educational backgrounds.

Preferred

Experience working in an academic or tertiary library environment.
Experience supporting researchers across different stages of the research lifecycle.
Experience contributing to service development or continuous improvement initiatives.
Familiarity with best practice in academic teaching and learning.
Experience writing or designing content for web-based delivery.
Working knowledge of te reo Māori and an understanding of tikaka Māori.

TECHNICAL SKILLS AND KNOWLEDGE:Essential

Strong knowledge of academic and clinical information sources, referencing tools, and discovery platforms.

Understanding of cultural diversity and its relevance to library services and inclusive learning environments.

Excellent communication, presentation, and organisational skills.

Ability to clearly explain complex concepts to a wide range of users.

Strong problem-solving, critical thinking, and innovation skills.

Ability to manage competing priorities and work independently with minimal supervision.

SPECIAL REQUIREMENTS:

At the University, we are required to be compliant with the Public Records Act 2005 and Privacy Act 2020. Staff are expected to participate in available training to understand these requirements and effectively manage information accordingly.

All staff are required to complete mandatory training as defined by their role. People managers are responsible for providing relevant information and ensuring their team members complete the necessary training.

DIRECT BUDGET ACCOUNTABILITY:

Nil

MĀORI STRATEGIC FRAMEWORK:

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

PACIFIC STRATEGIC FRAMEWORK:

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

HEALTH AND SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks, and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors, and other staff.

SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

CAPABILITY FRAMEWORK:

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
ENABLE	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
PERSONAL ATTRIBUTES	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
LANGUAGE AND CULTURE	Te Reo	Intermediate
	Tikanga Māori	Intermediate

CAPABILITY FRAMEWORK DESCRIPTORS

Reference Librarian

ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others, and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
ADEPT	ADEPT	INTERMEDIATE	INTERMEDIATE
Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Actively listen to others and clarify own understanding. Create opportunities for others to be heard Write fluently in a range of styles and formats. Prepare written material that is well structured and easy to follow by the intended audience	Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to connect and co-operate with internal and external parties to improve outcomes for customers Maintain good relationships with key customers in area of expertise	Build a supportive and co-operative team environment Share information and learning across teams. Support others in challenging work situations Acknowledge outcomes which were achieved by effective collaboration Engage other teams or work units to share information and solve issues and problems jointly	Utilise facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Keep discussion focused on the key issues

ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
INTERMEDIATE	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/work unit activities Contribute to allocation of responsibilities and resources to ensure achievement of team/work unit goals Seek and apply specialist advice when required	Understand the team/work unit objectives and align operational activities accordingly Initiate and develop goals and team plans and use feedback to inform future planning Respond proactively and with initiative to changing circumstances and adjust plans and schedules when necessary Ensure current work plans and activities are consistent with organisational change initiatives	Research and analyse information and make relevant evidence based recommendations Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/work unit	Take responsibility for own actions and be accountable for the outcomes of others Understand delegations and act within authority levels Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly

PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach, and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience, and perspectives</i>
INTERMEDIATE	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues in an appropriate manner Listen when ideas are challenged and respond in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations	Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism Understand and follow legislation, rules, policies, guidelines and codes of conduct and help others to understand their obligations for compliance Recognise and report misconduct and inappropriate behaviour	Be willing to develop and apply new skills and adapt existing skills to new situations Show commitment to achieving work goals effectively Show awareness of own strengths and areas for growth and seek and respond positively to constructive feedback and guidance Demonstrate a motivated attitude to work activities and maintain own motivation when tasks become difficult	Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints Seek input from others who may have different perspectives and needs Adapt and respond positively in diverse environments

LANGUAGE AND CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the workplace</i>
INTERMEDIATE	INTERMEDIATE
Demonstrate use of te reo Māori words and phrases in appropriate work place settings Has prepared and can communicate accurately own mihi if required in the work place context Take part in opportunities to practice and extend own language capability	Understand the University's Māori Strategic Framework and incorporate its principles appropriately in work place activities Demonstrate an appropriate workplace understanding and awareness of tikanga Māori Has knowledge of the Articles and Principles of Te Tiriti o Waitangi Take part in opportunities to extend own understanding and awareness of tikanga Māori and Te Tiriti o Waitangi