

Position Description – *Library Officer (Patron Engagement)*

Updated 10/09/2026

POSITION DETAILS	
College/Portfolio	<i>Corporate Services</i>
Organisational Unit	<i>Library</i>
Supervisor (Title)	<i>Library Coordinator (Patron Engagement)</i>
Classification	<i>Higher Education Officer level 5</i>
Employment Type	<i>Fixed-term, full-time</i>

POSITION SUMMARY
Working under general direction, the Library Officer (Patron Engagement) provides excellent frontline customer services to both students and staff to support the learning, teaching and research activities of the University. The Library Officer (Patron Engagement) will be responsible for providing support to students and staff in connecting with and using quality information resources across all the Library's collections, and in their use of Library spaces and facilities. The Library Officer (Patron Engagement) will also assist students in their use of the University's Learning Management System. As the first point-of-call for a large variety of enquiries the Library Officer (Patron Engagement) must combine excellent customer service with a broad knowledge of the student experience and judgement about when to refer enquiries to more specialist services. The Library Officer (Patron Engagement) will be expected to adeptly handle multiple online systems (and print books) in order to respond to enquiries and to intelligently communicate with students, staff and team members. Online systems include Library management system (Ex Libris Primo and Alma), Moodle, MS Dynamics CRM, IVR phone system, One Drive, Teams, Outlook and social media.

UNIVERSITY EXPECTATIONS AND VALUES
All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to: • demonstrate commitment to the University's values of Integrity, Courage, Innovation and Excellence • demonstrate consistent alignment with the University's strategic priorities through daily decisions, teamwork and behaviours that reinforce the strategic intent. • contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor; • promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;

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- perform their responsibilities in a manner which reflects and responds to continuous improvement; and
- familiarise themselves and comply with the University's *Work Health and Safety, Injury Management and Equal Opportunity* policies.

Flinders University is committed to providing a safe, respectful and inclusive environment, free from gender-based violence. Appointment to this role is conditional on the completion of required pre-employment checks and declarations, each of which must be satisfactory to the University. This includes a Gender-Based Violence declaration, in accordance with the National Higher Education Code to Prevent and Respond to Gender-Based Violence (2025), and a Nationally Coordinated Criminal History Check.

KEY POSITION RESPONSIBILITIES

The Library Officer (Patron Engagement) will be accountable for:

1. Supporting the Teaching, Learning and Research activities of the University through an excellent customer focussed response to enquiries received into the Library through a range of channels, including phone, email and face-to-face desk shifts.
2. Interpreting and advising students and staff re access to information resources across all the Library's collections
3. Interpreting and documenting student enquiries about the Learning Management System and associated applications in the Customer Relationship Management (CRM) software in order to refer more complex enquiries to specialist teams for resolution.
4. Providing advice to library users about their entitlements as per Library policy and guidelines.
5. Working with colleagues to reduce barriers to accessing information resources, library services and spaces.
6. Monitoring, contributing ideas and creating engaging and informative content for the Library's social media outlets.
6. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Completion or working toward completion of a University degree required and relevant work experience in Library and/or IT based frontline customer service preferred.
- Demonstrated experience in frontline customer service where patience and resilience are key attributes.
- Demonstrated ability to be a self-directed learner.
- Demonstrated digital literacy and social media skills.
- Demonstrated ability to work collaboratively and proactively within own team and with other teams, i.e. considers activities, decisions and outcome from the perspective of working with others.
- Demonstrated ability to exercise initiative and judgement, determine and prioritise tasks, attend to detail and meet deadlines.
- Demonstrated effective to well-developed written and interpersonal communication skills and presentation skills.

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- Demonstrated experience in working with online systems in a library or higher education environment (Desirable).
- Knowledge of contemporary standards and practices relevant to library operations and/or higher education (Desirable).

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