

## Position Description

**Position Title:** SURLY Librarian

**Reports to:** Student Representative Support Coordinator

**Classification Level:** SUE 4

**Fraction:** Full-time or Part-time options available

**Main purpose of role:** Provide library services for the Student Union Recreational Library (SURLY)

**Works closely with:** Student Representative Support Unit & Library Coordinator; Library Attendants and Volunteers

**Effective Date:** June 2025

*I have read, understood and agree to comply with the position description*

INCUMBENT \_\_\_\_\_

SIGNATURE \_\_\_\_\_ Date \_\_\_\_\_

APPROVED BY SUPERVISOR \_\_\_\_\_

TITLE \_\_\_\_\_

SIGNATURE \_\_\_\_\_ Date \_\_\_\_\_

## ORGANISATIONAL CONTEXT

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### **Monash Student Association**

The Monash Student Association (MSA) is run by students for students. It provides valuable services, support and activities for more than 48,000 students that it represents on the Monash Clayton Campus. Located on the Clayton Campus of Monash University; the MSA is made up of elected student representatives who represent all Clayton campus students on general issues such as quality of education, course costs and student welfare, as well as specific issues such as women's affairs and queer affairs. MSA staff provide the expertise necessary to ensure the high quality of MSA services.

The MSA comprises elected office bearers who make the strategic decisions and staff who help facilitate these decisions. The association has several departments and divisions that all operate with a common purpose: to serve and represent Clayton students.

The MSA is premised on the foundation that students are important custodians of the student experience and best placed to deliver services and representation to the student community. The MSA functions as the representative body for Monash Clayton students and endeavours to ensure that the interests of students are addressed by the university, government and the broader community.

The Student Union Recreational Library (SURLY) is the only recreational library on campus, committed to providing relevant resources and useful services for students. Founded in the 1960s as a music-listening library, it now holds a range of multimedia – books, e-books, comics, music, DVDs, games, craft, equipment, & more – all with relaxation and recreation in mind. The collection consists of approximately 22,000 items.

### **Position Summary**

The SURLY Librarian is responsible for the day-to-day operation of library services. They work with both staff and volunteers to coordinate circulation, cataloguing, communication, community engagement, administration, and information services.

This position is located in the Student Union Recreational Library (SURLY), Campus Centre at Clayton campus and reports directly to the Library Coordinator.

This is a fixed-term maternity leave cover position. The role can be adapted for either full-time or part-time, but will require that the incumbent can work five days per week, Monday through Friday. Evening & weekend work is not expected. This is an onsite position to operate the library during opening hours, but there is some opportunity to work from home outside of the University Semester.

## KEY RESULTS AREAS AND RESPONSIBILITIES

MAIN DUTIES	EXPECTED STANDARDS
<b>LIBRARY SERVICES &amp; CIRCULATION</b>	
<p>Provide loan and circulation services to patrons. Maintain the integrity of library circulation including loans, returns, reserves, click &amp; collect, overdues, and other relevant processes. Follow up and escalate when required.</p> <p>Create and edit library user records as required; import data from CRM/other databases and ensure integrity of records</p> <p>Provide information assistance to patrons to effectively search the library catalogue and utilise other library services using library management systems and applications. Provide informed readers advisory services and recommend relevant items in the collection</p> <p>Assist patrons with multimedia services - music, TV, games, computer equipment, craft, etc - as well as printing, binding &amp; document services</p> <p>Collate feedback and data, including circulation, loan, service usage, as well as verbal feedback and suggestions.</p> <p>Ensure internal library procedures and SOPs are up-to-date and accurate, to enable smooth operations. Handle complex circulation enquiries escalated by casual library attendants. Collaborate with other staff and management for service improvements and developments</p>	<p>Ensure prompt response to email and phone enquiries in regards to overdue items, renewals, and other general enquiries</p> <p>Ensure items requested items are put on hold in a timely manner</p> <p>Enforcement of library rules of regulations</p> <p>Prompt and courteous support for patrons use of library equipment</p> <p>Prompt service of printing, laminating and binding services</p> <p>Appropriate cash handling management in line with MSA policies and procedures</p> <p>Management of library management system in line with MSA policies and procedures</p> <p>Follow up of late returns managed in a timely manner</p>
<b>LIBRARY FACILITIES &amp; MAINTENANCE</b>	
<p>Ensure library rules and regulations are adhered to by patrons</p> <p>Ensure library space and facilities are kept clean and tidy. Actively monitor the state of the space and liaise with relevant staff for any cleaning or maintenance works required</p> <p>Ensure equipment is maintained in working order, checked and cleaned regularly; and tested &amp; tagged</p>	<p>Audio-visual, technical and office equipment is kept clean and functioning</p> <p>Removal of damaged items in a timely manner and proper asset management compliance</p>

<b>LIBRARY COLLECTIONS &amp; CATALOGUE</b>	
<p>Utilise circulation data, requests, knowledge of current trends and popular culture, and current student campaigns, to make informed acquisition lists for books, music, magazines, equipment, and other media. Collaborate with Library Coordinator and other staff to create and process orders for new items, in alignment with budgetary requirements.</p> <p>Ensure materials processing and preparation of new library acquisitions is completed to a high standard, including training of staff and volunteers in these processes.</p> <p>Create and edit catalogue records as required. Collate bibliographic and item information and perform copy-cataloguing and/or original cataloguing for standard and rare items using local and external resources.</p> <p>Coordinate collections projects as required, including weeding and withdrawal, stocktake, catalogue enhancements.</p> <p>Work to ensure that MSA Archive Materials are properly processed, catalogued and preserved. Liaise with other MSA departments to collect artefacts and ephemera. Develop and contribute to archiving projects, such as Oral Histories, contemporary acquisitions, research projects, and public history displays.</p>	<p>Maintain selection and acquisition of library resources in line with MSA policies and procedures</p> <p>Work with manager to determine collection development and weeding priorities</p> <p>Ensure purchases are received and follow up on missing orders with suppliers</p> <p>Stocktake conducted in line with relevant policies and procedures</p> <p>Reconciliation conducted in line with MSA policies and procedures</p> <p>Stocktake conducted in line with MSA policies and procedures</p> <p>Promotions conducted in line with MSA policies and procedures</p> <p>Feedback provided by patrons to be actioned in a timely manner</p>
<b>COMMUNITY ENGAGEMENT &amp; VOLUNTEERS</b>	
<p>Maintain and update library communication channels with service updates. Promote library services and collections through signage, social media, publications, community events, and a regular social media schedule. Support readers advisory efforts with rotating displays of new and relevant books and media</p> <p>Provide and develop opportunities for community engagement &amp; social activity in the library - including book clubs, poetry and photography competitions, Orientation Week stalls, craft events, and other programs</p> <p>Supervise volunteer programs - creating rosters; delivering training; assisting volunteers with regular tasks &amp; project work. This includes operations, materials processing, book club, archiving, displays, social media, and other volunteer roles</p>	<p>Maintain professional workplace behaviour at all times with volunteers</p> <p>Communicate any feedback, recommendations, or behaviour of concern to the library coordinator</p>

<b>INFORMATION &amp; ADMIN SERVICES</b>	
<p>Handling enquiries face-to-face, via phone, email, social media, or other communication channels. Answer phones, take messages, transfer as required</p> <p>Manage front desk triage, answering common enquiries, and providing effective referral to various departments and services for more complex enquiries</p> <p>Collating information about MSA events and programs in order to provide effective information and referral services; synthesising and distilling a large amount of information to appropriately assist with specific enquiries</p> <p>Assist with other administrative and reception tasks for the MSA as required. This may include POS reconciliation; receiving deliveries; event resource bookings; membership information and assistance; distribution of MSA merch; ordering of stationery.</p>	<p>Digital and material communications accurate, updated and moderated in line with MSA policies and procedures</p> <p>High levels of customer service</p> <p>Liaise with other MSA staff to identify relevant information to effectively assist students</p> <p>Maintain a high level of awareness of both MSA and Monash University programmes and services, in order to provide information and advice</p> <p>High levels of customer service</p> <p>Manage queries in a timely manner</p> <p>Liaise with other MSA staff to identify relevant information to effectively assist students; escalate queries as required</p>
<b>POLICY, PROCEDURES, QUALITY AND SYSTEMS</b>	
<p>Maintain a thorough understanding of compliance and risk assessment issues and maintain relationships to ensure appropriate flow of information and advice</p> <p>Notify supervisor of any non-compliance within department to avoid risk of MSA operating outside legislative requirements</p>	<p>To be carried out in line with MSA policies and strategic plan</p>
<b>PEOPLE MANAGEMENT REQUIREMENTS</b>	
<p>Maintain awareness of casual Library attendant work, and how best to utilise resources. Provide training, on-shift supervision and guidance to casual staff, allocating tasks between staff and volunteers as relevant</p> <p>Actively participate in MSA Performance Support Program</p> <p>Treat all workplace participants, students and customers with honesty, fairness and respect</p> <p>Act in a manner that is aligned with MSA's culture, values and strategic vision at all times</p>	<p>To be carried out in line with MSA policies and procedures</p>

OHS REQUIREMENTS	
<p>Conduct duties in a safe manner at all times</p> <p>Actively promote OH&amp;S compliance within areas of responsibility; ensure volunteers under supervision comply with OH&amp;S training and instruction requirements</p> <p>Ensure all hazards and incidents are immediately reported</p> <p>Compliance with all relevant site OHS and Personal Protective Equipment (PPE) requirements</p> <p>Maintain First Aid Kit items as per regulations</p>	<p>Prevention of avoidable injuries</p> <p>Follow OHS procedures</p> <p>Follow safety procedures for PPE</p>
OTHER RESPONSIBILITIES	
<p>Perform other appropriate duties and responsibilities as assigned by supervisor</p> <p>Contribute to library projects as relevant</p>	<p>Requested tasks are completed in a timely manner</p>

## KEY SELECTION CRITERIA

ESSENTIAL CRITERION
Attainment of or study towards an LIS or other relevant degree
An understanding of the role of libraries in the community; Sound knowledge of books, magazines, music, movies and related materials available to the public
Sound knowledge of library systems; experience working in a library environment and/or completion of or studying toward a relevant qualification
A valid Victorian Employee Working with Children Check card ( <i>this will require staff to register MSA formally as their employer with the Department of Justice</i> )
High level of administrative skills
A high level of interpersonal skills; including an approachable and welcoming demeanour and the ability to effectively and sensitively relate to people from a broad range of backgrounds and cultures
Ability to work independently and collaboratively and also the ability to manage multiple tasks and meet timelines in an effective and efficient manner
Demonstrated initiative, professionalism, self-motivation, flexibility and problem-solving skills
Excellent communication skills, both written and verbal with a high standard of spelling and grammar and sound proofing skills

## DESIRABLE CRITERION

Fluency in a community language desirable

Knowledge and/or experience of working with not-for-profit or membership organisations, including community clubs or volunteer organisations

Knowledge and/or experience with students and/or young adults, preferably in the tertiary education environment

Knowledge/experience with supporting patrons who are facing stressful circumstances and directly them to support resources

## OTHER JOB-RELATED INFORMATION

*This position is full-time, 36.75 hours per week; or part-time as per agreement between incumbent and MSA. There may be a requirement to work outside of normal working hours on occasion. Time off in lieu (TOIL) will be granted.*

*There is an expectation that leave will not be taken at peak periods of service; this includes during the O'Week festival and the initial weeks of each academic period.*

*This position will be working in conjunction with and as part of a team of staff, student office bearers and student volunteers supporting each other in the attainment of goals. It will require working closely with elected student officers and must ensure at all times that any advice or information provided is impartial and objective.*

*Principles of student led activity are to be maintained. Staff Interaction Protocols and MSA Code of Conduct (s with all MSA policies and procedures) must be followed at all times.*

*\* As part of the Child Safe Standards, you are required to have a current employee Victorian Working with Children's Check (WWCC). Proof of the employee WWCC or application for WWCC need to be recorded before starting employment at MSA. Proof of acceptance of WWCC will be required before the end of the probation period. Once employed, staff must ensure to renew their WWCC in a timely manner and provide proof of a current and valid WWCC to MSA HR. If at any time, your WWCC is to be removed by the Department of Justice this could affect your employment at MSA.*

*The library is generally open 9.30-5.30 Mon-Fri during Semesters, and half-days during semester breaks, though this may change according to demand. The incumbent would work set shifts each work day.*