

**FIJI NATIONAL UNIVERSITY
JOB DESCRIPTION**



VISION

To be the leading dual-sector transformative university predicated on inclusiveness, innovation and accessibility for Fiji and the Pacific.

MISSION

To serve the people of Fiji and the wider Pacific region with leadership that engages with people and communities, respects partnership, enhances excellence, and provides education and skills that promote sustainability through research with real world impact and contributes to self-development.

1. POSITION DETAILS

Position : Library Information Assistant

Incumbent :

Grade : 2

Division : Office of Learning & Teaching

Department : Collection Development and Administrative Services

Location : Tamavua Campus

Reports to : **University Librarian through respective section heads**

2. PURPOSE

Library Information Assistants (LIA) contributes to the delivery and support of a high-quality academic library and information services and its continuous development. The post is part of a team providing user-focused services and supporting teaching, learning and research in the university. Library information assistant (LIA) is responsible for assisting patrons with circulations, customer care, relevant information and resource search, interlibrary loans, reconciliation of incoming materials, refer users to librarians where additional expertise is required etc. They may also perform general administration and clerical duties in support of the overall operation of a campus library. Additionally, LIA may be responsible for specific segments of library service specializing in designated areas.

3. ORGANISATION CHART

Position of Your Immediate Supervisor: **Senior Campus Librarian – Administrative Services**

In the table below write down the positions reporting to you (if any). For each of those positions, indicate the number of staff reporting to them.

| Positions Reporting To You | No Of Staff Reporting To Them |
|----------------------------|-------------------------------|
| N/A | N/A |

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4. KEY ACCOUNTABILITIES

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| <ul style="list-style-type: none"> • Provide outstanding customer service as part of regular desk staff rotation, including providing direction to students, research scholars and staff. |
| <ul style="list-style-type: none"> • Coordinate, assist and supervise work assignments for student and staff to ensure that tasks are allocated equitably and completed accurately. |
| <ul style="list-style-type: none"> • Assist patrons, students, research scholars, professional staff and academic staff with questions concerning requests, retrieval and delivery of materials and services. Assist patrons in locating library materials and using library equipment etc. |
| <ul style="list-style-type: none"> • Provide general research consultation, informational assistance and responds to patron queries in person as well as using various communication tools (i.e. phone, email, customer feedback etc.). Communicate service desk policies and procedures with patrons message, and staff. |
| <ul style="list-style-type: none"> • Provide support to the circulation section, including processing materials, assisting with course reserves and periodicals and other related duties as needed for patron requirements. |
| <ul style="list-style-type: none"> • Provide support to the stacks maintenance section, including work on unit projects, search support and shelving and other related duties as needed. |
| <ul style="list-style-type: none"> • Answer reference questions from customers through the use of standard reference books, documents, and electronic resources. Assist and instruct customers in the use of print and online reference materials. |
| <ul style="list-style-type: none"> • Advise and assist customers in the selection of books, periodicals, media and other electronic materials. Plan and provide programs and outreach to customers of all ages. |
| <ul style="list-style-type: none"> • Maintain collection by weeding, marketing, and merchandising library materials. Troubleshoot library computers and reports unresolved problems through proper channels. |
| <ul style="list-style-type: none"> • Remain current in resources, services and technologies in the information field and identify materials to be considered for addition to the library collection. |
| <ul style="list-style-type: none"> • Maintain a strong knowledge of library automated circulation systems, including Horizon, in order to perform all functions related to the loans and returns of FNU Library. |
| <ul style="list-style-type: none"> • Process payments for overdue fines, printing and photocopy costs, and other miscellaneous costs, made with cash or cheque etc. |
| <ul style="list-style-type: none"> • Create new membership for all non-FNU library customers including external borrowers. |
| <ul style="list-style-type: none"> • Maintain a strong knowledge of University wide automated systems, including information systems related to finance, student registration etc. in order to monitor, maintain and update students' information. |
| <ul style="list-style-type: none"> • Process lending requests from external libraries, including searching, retrieving and distributing requested materials. |
| <ul style="list-style-type: none"> • Receive material from other libraries and FNU libraries using the manual and automated library systems, including Horizon. Sort material from other libraries and distribute material to library customers. |

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| <ul style="list-style-type: none"> • Monitor physical delivery systems to ensure timely and accurate distribution of library material to students, faculty and users. Process and reconcile send item list and hold alert list reports to ensure accurate distribution of material. |
| <ul style="list-style-type: none"> • Maintain and apply knowledge of Library of Congress (LC) Classification and Dewey Decimal Classification (DDC) or other classification system. Perform shelf revision on a regular basis and conducting library stock take regularly. |
| <ul style="list-style-type: none"> • Oversee the quality control of the various library memberships, including primary membership, institutional membership and external membership. |
| <ul style="list-style-type: none"> • Reconcile the daily cash transactions for printing, membership fees, sales and purchases and cash loading. Create balanced and daily cash deposits for the finance department. |
| <ul style="list-style-type: none"> • Coordinate daily and quarterly search for overdue and fines. Generate overdue and fine reports and notifying customers of overdue library materials periodically. |
| <ul style="list-style-type: none"> • Place library financial information to student records and liaise with staff in the cashier's office to maintain accurate financial records. Maintain records pertaining to invoices and acknowledge to the users. |
| <ul style="list-style-type: none"> • Maintain and apply knowledge of the reserve functions, including searching, creating, editing, and deleting records etc. |
| <ul style="list-style-type: none"> • Maintain awareness of current copyright laws and ensure that materials have appropriate copyright and IPR clearance when needed. |
| <ul style="list-style-type: none"> • Track usage of the reserve collection and communicating with patrons about the items they have placed on reserve. Provide and facilitate interlibrary loan (ILL) services for University and other institutions. |
| <ul style="list-style-type: none"> • Maintain a strong knowledge of ILL software and automated systems including HORIZON and particularly web OPAC. |
| <ul style="list-style-type: none"> • Process borrowing requests from clients including verifying bibliographic information, selecting appropriate external lending partners and processing incoming documents. |
| <ul style="list-style-type: none"> • Process lending requests from external libraries including searching, retrieving and distributing requested materials. Process overdue notices and invoices for interlibrary loaned materials. |
| <ul style="list-style-type: none"> • Develop the role with research data management tools and assist patrons. |
| <ul style="list-style-type: none"> • Actively participate in the housekeeping 5S tasks such as the library is neat, clean, hygiene, and presentable internal and external at all times. |
| <ul style="list-style-type: none"> • Work under the guidance and supervision of the Senior Librarian (AS) on library projects and efforts as and when needed. |
| <ul style="list-style-type: none"> • Perform other duties that relate and contribute to the Library and Departmental goals and particularly the other duties, consistent with the role, as required from time to time by the University Librarian. |
| <ul style="list-style-type: none"> • Perform other duties such as circulation, relieving, etc., in shift work/on a roster basis at any section of any library whenever required. |
| <ul style="list-style-type: none"> • Perform other duties as assigned by the University Librarian. |

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5. KEY CHALLENGES

- Setting up access to content so that it's easier to find and use.
- Understand usage beyond what the current COUNTER reports deliver. Know which articles are being read in different disciplines by patron in different faculty.

6. AUTHORITY LEVEL

Operating Expenditure :.....N/A.....
 Capital Expenditure :.....N/A.....
 Others :.....N/A.....

7. QUALIFICATION & EXPERIENCE

Essential:

- Bachelor's in Library and Information Systems or related field/Diploma in Library and Information Systems or related field/Certificate in Library and Information Systems or related field.
 - Degree holders: Some relevant work experience would be an added advantage
 - Diploma holders: Minimum of 2 years of relevant work experience is required,
 - Certificate holders: Minimum of 4 years of relevant work experience is required
- Knowledge of and familiarity with an automated integrated library system.
- Excellent Microsoft Word, Excel, Power Point and communication skills.
- Strong organizational, time and technical management skills.

Desirable:

- Track record of strong leadership, innovation and creativity.

8. KNOWLEDGE & SKILLS

- Good communication and interpersonal skills
- Excellent organizational skills.
- An interest in books and other information sources.
- Working knowledge of library methods and procedures.
- Ability to operate library machines properly

9. WORKING RELATIONSHIP

| INTERNAL | Frequency |
|--|------------------|
| Management, Students, Staff members, All Teaching Staff/Academic Staff and Non-teaching Staff/Professional Staff, Directors, Vice Chancellor | Daily |
| EXTERNAL | Frequency |
| FNU Stakeholders, Commercial and Non- Commercial Industries, Industry, NGOs, Government Ministries Students, School/Department Principals, Statutory bodies, NGOs and External Institutions/Universities | Ongoing |

10. JOB DESCRIPTION AND VARIATION OF EMPLOYMENT CONDITIONS

It is acknowledged and agreed that from time to time as result of the evolving needs of the employer, the Employee may be required to upgrade his/her qualifications and/or to alter the position or role tasks that are to be carried out. Such alterations shall not be deemed to be a variation of this job description or a breach of its terms providing the substantive nature of the employment remains consistent with the parties' intention at the time of contracting.