Role Description
Research Librarian

Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Agency	Museums of History NSW
Division/Branch/Unit	Collections Division/Access Services Team
Location	Sydney
Classification/Grade/Band	Librarian Grade 2
ANZSCO Code	224611
Role Number	50073656
PCAT Code	1115492
Date of Approval	TBC
Agency Website	www.mhnsw.au

Agency overview

Museums of History NSW brings together a portfolio of iconic museums, rich collections and heritage sites, the nation's oldest archive collection, vital recordkeeping services and expert staff.

We bring history to life by sharing the stories of our places and collections. Through the State Archives Collection, we manage NSW's official documentary heritage, supporting government transparency and the public's right to access information.

These two roles do not just sit side by side – they inform and enrich each other. By preserving and making accessible our places, collections and archives, we create opportunities for people to explore the past and better understand their own place in the world. By supporting lifelong learning and inviting people to come together, we promote civic literacy, empathy, wellbeing and belonging.

We believe that history belongs to everyone. This is the promise and the purpose of MHNSW.

Museums of History NSW is a state cultural institution, established under the Museums of History NSW Act 2022. It is an agency of the NSW Department of Creative Industries, Tourism, Hospitality and Sport (DCITHS) .

Primary purpose of the role

Deliver a specialised information service to MHNSW staff and to a broad spectrum of library patrons through the Caroline Simpson Library & Research Collection [CSL&RC] and contribute to the development of the CSL&RC and its online content.

Key accountabilities

- Provide well researched responses to reference/research enquiries in an appropriate and timely manner, by researching, analysing, evaluating and presenting information to meet the needs of the client in a clear and concise manner.
- Provide specialised library and reference information services to internal and external clients who may have diverse needs and expectations.
- Manage the acquisition of appropriate serials, new books, rare books and other paper collection items.

- Identify opportunities for the development of online content related to MHNSW collections; recommend the most appropriate vehicles for the delivery of this content and contribute to the development of this content including through submissions for funding.
- Demonstrate and promote the research value of the library's resources, services, and research collections to external audiences through the design and delivery of public programs tailored to targeted audiences.
- Manage and maintain the library's electronic Request Management System and details of patron profiles and visitor numbers and provide regular reports on the library's use.
- Manage the day to day running of the library including the staff.

Key challenges

- Working within tight physical space and financial constraints to develop and maintain an appropriate collection, including electronic resources, and general corporate library collection.
- Working with and supporting staff in recognising and overcoming the communications, resourcing and practical challenges that arise from an organisation with limited resources dispersed over a number of sites.

Key relationships

Who	Why
Internal	
Senior Advisor Distributed Collections	Receive guidance from in relation to strategies and priorities for the delivery of a specialised information service to MHNSW staff and to a broad spectrum of library patrons through the Caroline Simpson Library & Research Collection [CSL&RC].
	Collaborate with to ensure the intellectual and legal control of collection items are in place.
	Assist in the formation of policies and procedure through the provision of accurate and timely advice.
Direct reports	Provide guidance and support in relation to strategies and priorities for the delivery of a specialised information service to MHNSW staff and to a broad spectrum of library patrons through the Caroline Simpson Library & Research Collection [CSL&RC].
	Provide guidance and support in relation to cataloguing of new, rare book and archival material.
Staff across the agency	Liaise closely with other teams to provide information and research expertise to facilitate project outcomes and actively contribute to a positive and productive team environment.
	Provide professional support in the implementation of research projects and tasks.
	Support programs for MHNSW donors, members and volunteers.
External	
Visitors, patrons and external stakeholders	Connect with to identify and provide the specialist information that they seek, or direct them to that information, by the most efficient means.

Who	Why
	Provide professional support in the implementation of research projects and tasks.

Role dimensions

Decision making

This role:
- Prioritises own workload to meet deadlines and manages daily work in consultation with the supervisor.
- Takes active ownership of own work.
- Develops a detailed knowledge of the research collections of MHNSW, regardless of the online status of any collection and a good working knowledge of the research collections of other cultural institutions as well as a current knowledge of electronic sources of information and ongoing developments in online databases and related sources.
- Provides specialised information services in a rapidly changing global information environment where an expanding community of online searchers expect to find unmediated information but need assistance with retrieval of information not yet online or not readily accessible by simple search.
- Refers to supervisor for decisions that require change or fall outside standard guidelines and practice.
- Maintains a current and relevant professional knowledge.

Reporting line

This role reports to the Senior Advisor Distributed Collections.

Direct reports

The following roles report directly to the Research Librarian:

- Library Technician Collection Online (Library Technician 1)
- Library Technician (Library Technician 2)
- Collection Discovery Assistant (Assistant Curator 1)

Budget/Expenditure Nil

Essential requirements

- Qualifications acceptable for professional membership of the Australian Library and Information Association (ALIA), or equivalent tertiary qualifications and experience.
- Experience in the direct provision of information and reference services to patrons and knowledge of a wide range of information sources, both print and electronic.
- Well-developed interpersonal, communication and presentation skills, and a proven ability to work effectively on an individual basis or cooperatively as a member of a team.
- The ability to act as the public face for an organisation, demonstrated through superior and engaging written and verbal communication with negotiation and training skills.
- Knowledge of developments and trends in the global information environment, including developments in online service provision, changes in client expectations, and developments in web metrics within a library environment.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	**Adept**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Intermediate
	Technology	**Intermediate**
	Procurement and Contract Management	Intermediate
	Project Management	Foundational
People Management	**Manage and Develop People**	**Intermediate**
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Adept	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation
Relationships Communicate Effectively	Adept	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community
Results Think and Solve Problems	Intermediate	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs
Business Enablers Technology	Intermediate	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
People Management Manage and Develop People	Intermediate	• Collaborate to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely and actionable feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolving issues • Effectively support and manage team members who are working flexibly and in various locations • Create a safe environment where team members' diverse backgrounds and cultures are considered and respected • Consider feedback on own management style and reflect on potential areas to improve