

Competencies - Law reference librarians

Professional

- Knowledge of reference process and reference interview skills
- Ability to analyse and evaluate content from a variety of sources and provide customised information for users
- Ability to evaluate the quality, authenticity and accuracy of sources, both traditional and electronic, and convey the importance of these to the user
- Analytical and research skills
- Ability to promote the effective use of new technologies for the retrieval of information
- Ability to provide informal training and guidance on the organization and use of library resources in various formats to users (where appropriate)
- Ability to use search engines to locate information on the internet

Library specific

- Knowledge of the library's collection
- Proficiency in searching the online catalogue in both staff and public mode, including the ability to interpret information displayed on public screens and ability to interpret information provided in records available in staff modes
- Knowledge of the library website's structure and content
- Knowledge of library circulation policy and procedures
- Understanding and support of the culture and context of the library and its parent institution
- Knowledge of the resources of other libraries

Customer service and client focus

- Committed to the delivery of quality customer service
- Communication skills
- Ability to work within a team
- Ability to work to deadlines or under pressure
- Ability to prioritise user requests

- Ability to identify library users with differing needs and technological skill levels
- Knowledge of appropriate services to provide to the various user groups
- Ability to educate clients in the methodologies of legal research (where appropriate)
- Ability to resolve technical and computer related problems

Legal

- Knowledge of the legal system and legal profession
- Knowledge of the distinction between primary and secondary legal materials
- Comprehensive knowledge of the Australian court system and basic knowledge of the court systems of other common law countries
- Knowledge of legal research materials (in all formats) and knowledge of the legal publishing field
- Maintains knowledge of the contents and coverage of new and existing legal databases, including navigating, searching, printing and delivering search results