

Position Description –

Library Program Officer

Band 4

OUR VISION

Our vision is for connected, inclusive and resilient communities that are supported to grow and thrive.

MISSION
SUPPORTING
OUR COMMUNITIES
IS OUR MISSION.
WE HELP PEOPLE:



CONNECT

We are responsive and bring people together



BELONG

We are inclusive and work with you



LEARN

Our free resources allow minds to explore & create



OUR VALUES

Relationships

We build relationships with our stakeholders, communities and each other.

Excellence

We will deliver excellence in everything we do.

Bravery

We anticipate and bravely adapt with the changing needs of our communities.



Myli acknowledges the traditional custodians of the various lands where our services and programs take place. We pay our respect to Elders past, present and emerging.



Myli is committed to the safety and wellbeing of all children and young people.



Position Description

Position: Library Program Officer

Reports to: Branch Manager

Position Classification: Band 4

Myli - My Community Library

Myli is a not-for-profit and charity organisation delivering specialised library services for our communities. Myli is a leader and is highly regarded across the State in delivering public library services in Victoria. Myli is a library service that is constantly listening, testing, and adapting to the changing needs of our community. We build knowledge and skills that strengthen our community. We really do see libraries differently. Myli libraries are not just physical spaces, we put a focus on virtual and flexible services. We cater to the present whilst anticipating the needs and expectations of future generations.

We are driven by our vision to connect and innovate. We know that staying relevant is the only way to engage a community. These needs change over time, and we must have the agility to foresee the future, be ready, and adapt.

Myli Values and Culture

Central to the delivery of quality library services for our communities is the support for our people. Myli stands out from the crowd because we think differently, we have an innovative mindset and bring a contemporary approach to the delivery of library services.

- We live our values by being brave, building relationships and delivering excellence.
- We **bravely** anticipate and adapt with the changing needs of our communities.
- We build **relationships** with our stakeholders, communities, and each other.
- We deliver **excellence** in everything we do.

Myli fosters a culture of leadership, empowerment, innovation, kindness, and psychological safety at every level.

Duties and Responsibilities

In this position you will be required to work closely with the library staff to deliver library program services to the community. This includes library branch customer service duties, delivery of library programs, encouraging new library members to join and supporting library patrons' queries and requests.

To deliver excellent customer service to our local community, you can expect to:

- Deliver competent roaming and circulation support services.
- Encourage new members and showcase to the community the products, services and resources the library has to offer.
- Customer service in this role is not only helping the customer select resources, use technology, and obtain knowledge, it involves understanding and developing a rapport with the customer to understand their needs in a timely and efficient manner.
- Provide assistance that enhances the technological, information and literacy skills of our patrons.
- Assist patrons with the internet, computers and other internet enabled devices.
- Develop and deliver programs for all ages, in particular early years, adult and digital literacy programs.

- Promote upcoming library programs activities and displays within the library.
- Submit program statistics into the cloud-based software tracker.

Accountability and extent of authority

- Plan and manage your work effectively.
- Help support all functions related to library membership including issuing, returning, and reserving library materials for patrons.
- Display a positive and professional attitude when dealing with colleagues and the general public.
- Provide excellent customer service and encourage new members to join the library at every opportunity.
- Deliver high quality Library Programs that support learning, literacy and social inclusion.
- Announce and plan upcoming programs within the library.
- Gather feedback and submit program statistics into the cloud-based tracking system.
- Meet agreed priorities and performance standards and adhere to the library programming schedules.
- Ensure all patron information is treated confidentially, recorded accurately, and complies with privacy legislation.
- You may be required to supervise and coordinate others in similar or related work.

Judgement and decision making

- This position requires good personal judgement and the ability to make decisions regarding programming content and delivery.
- Review and act on the appropriate response to difficult and/or emergency situations to the best of your ability and seek guidance and advice as necessary.
- Follow all processes and procedures as required to the best of your ability.

Specialised Knowledge and Skills

- Well-developed digital literacy, knowledge of MS Office and online applications.
- The ability to source information across varied library and internet-based platforms
- Have excellent team-work skills, be self-motivated and have the willingness to professionally develop.
- You will be required to analyse information and data to make informed recommendations and decisions consistent with branch operations and the Myli strategic plan.
- You will possess well developed presentation skills to ensure successful engagement with key stakeholders and your program audience.
- Demonstrate initiative and creativity in your work and delivery of programs.
- Be a great advocate for Myli and uphold the organisational goals, values, policies, and procedures.

Management Skills

- Excellent time management skills and the ability to organise and manage your workload efficiently and effectively.
- Provide employees under your supervision with on-the-job training and guidance.
- Demonstrate initiative to solve problems and be motivated to achieve outcomes.
- The ability to plan and organising one's own work to achieve specific and set objectives in the most efficient way with resources available and within set timetables.
- The ability to work under pressure in a busy and demanding environment.

Interpersonal skills

- Strong oral and written communication skills.
- An ability to consult with customers, show empathy and manage any conflict that may arise.
- An ability to stay on-task to completion and not be distracted to ensure deadlines are met.
- Possess a high level of creative and lateral thinking skills.
- Demonstrate a “can do” attitude and willingness to take on new challenges.
- Strong listening and organisational skills.
- The ability to communicate effectively and work with people from diverse community sectors and backgrounds.
- Supervise activities with the library patrons and other employees where applicable.
- Build strong and trusted relationships with your colleagues and the patrons you are there to support.

Qualifications and Experience

- Demonstrated experience in public libraries and/or customer service is highly desirable
- A certificate in a relevant industry-based (desirable)
- Minimum completion of Year 12
- Experience presenting programs and fun activities to small groups of a range of ages (desirable).
- Experience using relevant technology (i.e., Microsoft office suite), video and online collaboration tools

Health and Safety

- This position requires manual handling of library items such as magazines, books, audio books and audio-visual equipment
- Shelving items, moving items on trollies, and packing boxes for library Branch deliveries is a daily work activity for this position.
- This position does require some pulling, bending, and lifting however, manual handling training will be provided.

- The organisation requires that staff present to work free from the influence of alcohol and illicit drugs.
- The organisation is committed to the maintenance of a safe and healthy work environment for all employees. In the pursuit of this aim, the organisation is committed to the continuing compliance with all relevant legislation and the ongoing development of Work Health and Safety.
- Myli is a non-smoking organisation.

Version Control

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