

Position Description—

Library Engagement Officer

Band 3

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 Engagement Officer

Reports to: Branch Manager

Position Classification: Band 3

Myli - My Community Library Ltd (Myli)

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.

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 library staff to deliver library services to the community. This includes library branch customer service duties, providing support to 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:

- Build connections with and deliver inclusive library services to all patrons.
- Deliver competent roaming and circulation support services.
- Encourage new members and showcase to the community, the products, and services the library has to offer.
- Help patrons select resources, use technology, and obtain knowledge. This requires understanding and developing a rapport with the patron to understand their needs in a timely and efficient manner.

Accountability and extent of authority

- Plan and manage your work effectively with guidance from your Branch Manager or the Senior Library Officer on duty.
- 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.
- Support the Library Program Officer to help facilitate user groups within the library spaces.
- Help the Library Program Officer to announce upcoming programs within the library and submit program statistics into the cloud-based software tracker.
- Support the delivery of programs as directed by the Branch Manager and Library Programs Officer.
- Meet agreed priorities and performance standards and adhere to schedules.
- Ensure all patron information is treated confidentially, recorded accurately, and in accordance with Myli's Privacy Policy.

Judgement and decision making

- This position requires good personal judgement.
- Decisions are required in accordance with documented procedures.
- Follow all processes and procedures as required to the best of your ability.
- Task performance may involve selection from a range of techniques, systems, equipment, methods and processes.

Specialised Knowledge and Skills

- The ability to work under pressure in a busy and demanding environment.
- Well-developed digital literacy, knowledge of MS Office and online applications.
- Have good team-work skills and be self-motivated.
- Be a great advocate for Myli and uphold the organisational goals, values, policies, and procedures.

Management Skills

- Good time management skills and the ability to organise and manage your workload efficiently and effectively.
- Demonstrate initiative to solve problems and be motivated to achieve outcomes.
- The ability to plan and organise one's own work to achieve specific and set objectives.

Interpersonal skills

- Strong written and verbal 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.
- Demonstrate a "can do" attitude and willingness to take on new challenges.

- Strong listening skills.
- Build strong and trusted relationships with your colleagues and the patrons you are there to support.

Qualifications and Experience

- A certificate in a relevant industry-based training course is desirable at this level.
- Minimum completion of Year 11.
- Experience in a customer service environment.
- Previous experience working in a library is an advantage.
- Experience using relevant technology (ie Microsoft Office), 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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