

Position Description –

Literacy Librarian – Connect and Learn

Band 5

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: Literacy Librarian - Connect and Learn

Reports to: Specialist Branch Manager

Position Classification: Band 5

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 Specialist Branch Managers, Branch Managers, the Manager Library services, and library staff across multiple branches and deliver library services to the community with a Children and Adult learn and connect focus.

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

- Provide excellence in your daily activities, recognising that you need to lead by example.
- Support your team to be creative, implementing their new ideas taking a test and learn approach.
- Deliver competent roaming and circulation support services, developing a culture of friendly, approachable customer focused service.
- Encourage new members and showcase to the community the products, services, and resources the library has to offer.

- Lead the use and implementation of modern technology systems, including library-based management systems.
- Lead and manage teams as directed.
- Work with Specialist Branch Managers on maintaining library branch budgets.
- Provide feedback on Collection management and recommendations for collection maintenance in line with Collection policies.
- Monitor statistics and provide reports on your branch's performance.
- Attend and participate in staff meetings, seminars and workshops as required.

Accountability and extent of authority

- Develop work plans in advance and maintain a high-quality standard.
- Help support all functions related to library membership including issuing, returning, and reserving library materials for patrons.
- Provide excellent customer service and encourage new members to join the library at every opportunity.
- Deliver high quality Library Programs for all ages that support learning, literacy, and social inclusion.
- Plan and manage programming staff to support upcoming programs and events within the library.
- Contribute to policy development in consultation with the Manager Library Services and Specialist Branch Managers.
- Meet agreed priorities and performance standards of managing a library as set by the Manager Library Services.
- Ensure all patron information is treated confidentially, recorded accurately, and complies with privacy legislation.
- Monitor and report on the performance of the library and recommend improvements as required.

Judgement and decision making

- Provide proactive and reliable advice and support to Specialist Branch Managers and the Manager Library Services, to ensure the branch effectively contributes to the implementation and success of the organisation's strategic goals.
- Provide your technical and professional knowledge and experience to the Library Program Officers, to support them to make the appropriate decisions regarding all programming content and delivery.
- Review and act on the appropriate response to difficult and/or emergency situations, to the best of your ability.
- Lead by example to follow all processes and procedures as required.
- Coach, and support team members to ensure they develop a solutions-based approach to problem-solving.

Specialised Knowledge and Skills

- Develop, deliver, and evaluate community programs that support Myli's strategic goals.
- Organise and present children's and youth activities for both physical and online environments.
- Organise and deliver adult programming encouraging learning opportunities and opportunities for people to meet in library spaces.
- Organise and deliver outreach services for all age groups as required.
- Liaise and work together with early childhood providers and schools to facilitate visits, promote membership and literacy development.
- Develop and maintain partnerships with internal and external organisations.
- Promote information literacy and adult digital literacy.
- Record children, young people and adult program statistics as required.
- Develop monthly report for Specialist Branch Managers summarising monthly activities.
- Make recommendations for new programs and/or ceasing of poor performing programs.
- Demonstrate the use of innovation when engaging stakeholders to determine the types of programming to deliver in branch.
- Apply for grant funding as applicable.

Management Skills

- The ability to adapt your style to more effectively interact and achieve positive outcomes with diverse teams.
- Excellent time management skills and the ability to organise and manage your workload.
- Provide employees under your management with on-the-job training and professional guidance.
- 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 in the most efficient way with resources available and within set timetables.
- Be a great advocate for Myli and uphold the organisational goals, values, policies, and procedures.
- The ability to work under pressure in a busy and demanding environment.
- Provide support to Branch managers and provide backfill as required for Branch Manager leave and absence.
- Leading and managing staff as required.

Interpersonal skills

- Build strong and trusted relationships with everyone you work with and the patrons you are there to support.
- Excellent oral and written communication skills.
- Demonstrated ability to communicate effectively with people from diverse community sectors and backgrounds.
- Strong "can do" attitude and willingness to work independently as well as part of a team.

- Excellent listening and effective organisational skills.
- Outstanding team-work skills and be self-motivated to lead your teams and support them with professional and personal development.

Qualifications and Experience

- A tertiary qualification in a relevant industry-based training course or qualification associated with Australian Library and Information Association (ALIA).
- Minimum completion of Year 12.
- Extensive experience in a customer service environment.
- Previous experience working in a library environment, preferably in a public library would be an advantage.
- Experience developing programs and joint activities for groups.
- Experience using relevant technology (i.e., Microsoft office suite), and multiple video and online collaboration tools
- Victorian Driver's license.

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 if required.
- 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

Document Creator: People and Culture Department	Approved By: Chief Executive Officer
September 2022	Version 1