

# Position Description—

Library Assistant  
Band 2

## 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

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**Position:** Library Assistant

**Reports to:** Branch Manager

**Position Classification:** Band 2

## Myli - My Community Library Ltd (Myli)

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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

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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

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This position's primary purpose is to contribute to the overall success of the library by providing best-practice customer service, shelving library materials with a high level of accuracy, whilst maintaining the overall tidiness of the library overall.

To help support our library, you can expect to:

- Provide efficient and friendly customer focused circulation service.
- Refer patrons' enquiries to appropriate library staff if required.
- Perform general clerical tasks appropriate to the skill level of the position.
- Accurately shelve, organise, and tidy library material using a variety of filing systems.
- Help sort the returns of library material to the correct location for branch rounds delivery.
- Accurately shelve library holds alphabetical, onto the reservation shelves for patron to collect.

## Accountability and Extent of Authority

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- Carry out circulation procedures following Myli's policies and procedures.
- Provide excellent customer service and encourage new members to join the library at every opportunity
- Display a positive attitude when dealing with colleagues and the public
- Help support functions related to library shelving, returning of library items, and maintaining the overall image of the library shelves.
- Meet agreed priorities and performance standards and adhere to schedules.
- Refer any circulation matters to the senior staff on duty if necessary.

## Judgement and Decision Making

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- This position requires good personal judgement.
- Decisions are required in accordance with Myli's documented procedures.
- Follow all processes and procedures as required to the best of your ability.

## Specialised Knowledge and Skills

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- The ability to work unsupervised or with minimal supervision in a busy library environment.
- Willingness and ability to work as part of a team and be self-motivated.
- Ability to learn and develop exceptional customer service skills.
- Be a great advocate for Myli and uphold the organisational goals, values, policies, and procedures.
- Knowledge of safe work practices for circulation work and branch operations.

## Management Skills

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- Good time management skills and the ability to organise and manage your workload efficiently and effectively.

## Interpersonal skills

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- Good written and verbal communication skills.
- 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.
- Good listening skills.

## Qualifications and Experience

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- Minimum completion of Year 12 (desirable)
- Knowledge of Work Health and Safety practices.

## Health and Safety

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- 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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<b>Document Creator:</b> People and Culture Department	<b>Approved By:</b> Chief Executive Officer
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