

Position Description –

Library Manager

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: Library Manager

Reports to: Area 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 role, you will collaborate closely with the Area Manager, Executive Manager Libraries, and various teams across the organisation. As the Library Manager, you will oversee staff management, budget oversight, collection maintenance, and the promotion of library membership growth.

You can expect to:

- Provide effective leadership and professional development for library staff, ensuring a positive and productive work environment.
- Oversee the delivery of high-quality services and programs that meet community needs and expectations.
- Manage day-to-day operations, including staff scheduling, leave approvals, and timesheet management.
- Showcase Myli's products, services, and resources, actively promoting library membership and

engaging with the community through outreach initiatives.

- Ensure efficient and responsible management of the allocated budget, including tracking expenses, maintaining records, and managing debit card usage.
- Maintain a current and diverse library collection that aligns with Myli's Collection policies, catering to the needs and interests of the community.
- Lead programming staff in planning and delivering educational and social inclusion programs that support learning and literacy.
- Ensure compliance with internal policies, procedures, and relevant legislation, while monitoring and reporting on performance.
- Perform circulation desk duties as needed, ensuring a high standard of customer service.
- Participate in staff meetings, seminars, and workshops to stay updated on best practices and organisational developments.
- Undertake other reasonable duties as requested by the Area Manager or Executive Manager Libraries to support the overall functioning of the library.

Accountability and extent of authority

- Facilitate performance reviews and manage key performance indicators (KPIs) for staff.
- Ensure all staff are well-versed in, and adhere to, organisational policies, fostering a culture of responsibility, accountability, and respect.
- Oversee the induction and training of new staff, in collaboration with the People and Culture department, to promote seamless integration and team effectiveness.
- Maintain the highest standards of confidentiality and accuracy in managing patron information, strictly adhering to privacy laws and organisational policies.
- Regularly assess library operations, provide reports on performance, and propose improvements to enhance service delivery and operational efficiency.
- Guide and support library staff, creating a collaborative, positive, and supportive work environment that encourages teamwork and growth.

Judgement and decision making

- Effectively assess the urgency and importance of tasks and projects, ensuring resources are allocated efficiently to meet organisational priorities.
- Provide proactive, well-considered advice and support to the Area Manager when required, contributing to informed decision-making.
- Coach, guide, and lead your team by leveraging your technical and professional expertise to foster growth and knowledge sharing.
- Analyse complex situations to identify potential risks and opportunities, making informed decisions that consider all relevant factors.
- Employ sound judgement and critical thinking to address issues, explore alternatives, and select the most suitable actions aligned with organisational goals.
- Uphold the highest ethical standards and organisational values, ensuring transparency, fairness, and integrity in all decisions.
- Ensure that all OHS incidents are promptly and accurately recorded and investigated in accordance with safety regulations.

Specialised Knowledge and Skills

- Proficiency in utilising digital resources and technology, including e-books, online databases, and digital archives, to enhance library services.
- Expertise in managing and operating library management software for cataloguing, tracking, and maintaining collections efficiently.
- Strong skills in selecting, evaluating, and organising library materials to meet the diverse needs and interests of the community.
- Experience in supervising and developing staff, including training, mentoring, and conducting performance management to ensure a highly capable team.
- Proven ability to build and sustain partnerships with local schools, businesses, and community organisations to promote library services and increase engagement.

Management Skills

- Strong skills in leading and motivating a diverse team, fostering a positive work culture, and encouraging continuous professional development among staff.
- Excellent time management abilities to efficiently organise and manage both your workload and the workload of your team, ensuring tasks are completed on time and to a high standard.
- Provide on-the-job training and professional guidance to team members, ensuring they are well-supported and equipped for success.
- Experience in setting clear performance standards, conducting regular reviews, and offering constructive feedback that promotes accountability and enhances team performance.
- Expertise in planning and organising work to meet specific objectives within set timelines, maximising the effective use of available resources.
- Skilled in managing and implementing change initiatives, communicating effectively with staff, and guiding them through transitions to minimise disruption and maintain productivity.
- Act as a strong advocate for Myli, upholding the organisation's goals, values, policies, and procedures.

Interpersonal skills

- Ability to attentively listen to staff, patrons, and community members, ensuring their concerns and feedback are understood and addressed where necessary.
- Skilled in navigating and resolving interpersonal conflicts, whether between staff or patrons, maintaining a harmonious and productive work environment.
- Strong verbal and written communication skills to articulate ideas, policies, and updates clearly to both staff and the public, ensuring consistency and understanding.
- Excellent teamwork skills and self-motivation to lead teams, supporting them in both their professional and personal development.
- Ability to establish and maintain positive relationships with colleagues, stakeholders, and community members, fostering trust and ongoing collaboration.
- Demonstrate empathy when working with a diverse range of people, fostering a supportive and inclusive environment for both staff and library users.

Qualifications and Experience

- A tertiary qualification in business administration, management, or a related field (required).
- A tertiary qualification associated with the Australian Library and Information Association (ALIA) (desirable).
- Previous experience working in a library environment (desirable).
- Minimum of 3 years of experience in a management or supervisory role, with demonstrated leadership in overseeing staff and coordinating services.
- Extensive experience in a customer service environment, delivering exceptional service to diverse groups.
- Proficiency in relevant technology, including the Microsoft Office suite, as well as experience using video conferencing and online collaboration tools.
- A current Victorian driver's licence.

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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