Library Assistant

JOB DETAILS

Job Title	Library Assistant
Reports to	Librarian
Band	Band 3
Department/Directorate	Knowledge & Library Service (Northern)/ People Development

JOB PURPOSE

Working as part of a small team, the Library Assistant will contribute to the daily operations and development of the multidisciplinary Knowledge and Library Service for NHS staff, students on placement and other key stakeholders of the Royal Devon University Healthcare NHS Foundation Trust, assisting in the delivery of comprehensive knowledge and library services to all users.

The primary purpose of this role is to contribute to the delivery of knowledge and library services, by providing support across a number of work streams across the service.

The post holder is responsible for organising their own workload and will fulfill the administrative and clerical tasks associated with the efficient day-to-day delivery of the Knowledge & Library Service at NDDH, providing advice, instruction and training to individuals and small groups to include inductions, accessing library resources, databases and other equipment

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To provide the first line of contact for all Trust staff, students, other library users and library visitors by working on the library enquiry desk handling enquiries, and registration of new users

- Carry out one-to-one or small group training, specifically library inductions

- To provide an efficient inter-library loans service for users, locating electronic copies of documents and articles where available, selecting appropriate sources for other requests, placing orders using email, on-line systems and telephone contacts to meet user deadlines

- To support the Librarian with marketing and promotion in line with the service marketing and promotion strategy

- To support the Senior Library Assistant with stock management in line with the collection development policy as directed

- To assist library users in making effective use of the library services and resources by identifying their needs and helping them to locate appropriate information and documents

- To provide support and basic training for users in the use of IT equipment and software packages, electronic resources and other library equipment, referring them to other members of the library team when appropriate

- To maintain databases of inter-library loan transactions, library membership registrations and all other library statistics and resource usage, entering data and developing the databases as required

- Updating Knowledge & Library Service literature, operating procedures and service policies with support from the wider library team and in line with service, Trust and HEE policies

- Evidence search support including carrying out evidence searches

- Ensure proper management of the physical accommodation and resources of the library, with reference to all health and safety aspects and relevant legislation e.g. copyright, data protection. Maintain the security of the library and its stock and equipment, ensuring opening and closing is carried out according to agreed procedures.
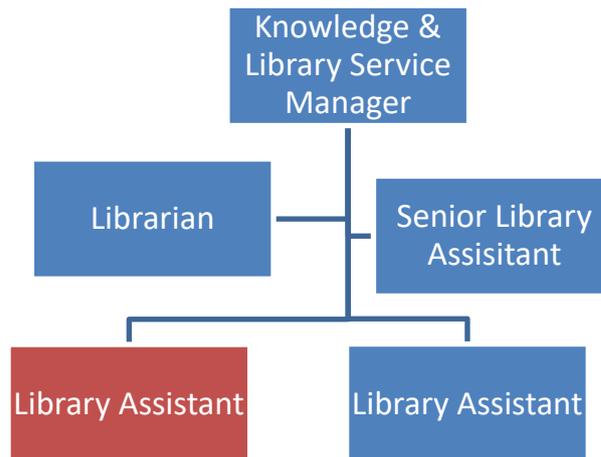
KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider healthcare community, external organisations, other Knowledge and Library Service staff (locally and regionally) and the public.

Of particular importance are working relationships with:

- Knowledge and Library staff- locally and regionally
- Health Education England
- Exeter Health Library
- All grades of healthcare staff
- Students
- Academic staff at various universities
- IT
- Procurement team and suppliers
- Facilities
- Medical Education team
- People Development Directorate team
- General public/patients

ORGANISATIONAL CHART

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          ┌─────────────────────┐
          │ Knowledge &         │
          │ Library Service     │
          │ Manager             │
          └─────────────────────┘
             │             │
    ┌────────────┐   ┌─────────────────┐
    │ Librarian  │   │ Senior Library  │
    │            │   │ Assisitant      │
    └────────────┘   └─────────────────┘
        │                    │
  ┌──────────────┐   ┌──────────────────┐
  │ Library      │   │ Library Assistant│
  │ Assistant    │   │                  │
  └──────────────┘   └──────────────────┘
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FREEDOM TO ACT

- The post holder organises own workload guided by library policies and procedures
- The post holder exercises judgement in handling user enquiries, incoming requests and circulation problems in day to day, referring complex issues to either the Librarian, Senior Library Assistant or Knowledge & Library Service Manager
- The post holder will be occasionally be required to 'lone work' but will refer any decision making to line manager or Knowledge & Library Service Manager

COMMUNICATION/RELATIONSHIP SKILLS

- Regularly liaise with Knowledge & Library Services Manager, Librarian, Senior Library Assistant and Library Assistant to discuss issues arising from responsibilities and delivery of service, work load and objectives both personal and at service level
- Have daily contact with all grades of healthcare staff, students, corporate teams working within the Trust and wider healthcare community
- Liaise with other Knowledge & Library Services staff (locally and regionally) in line with service and Trust priorities
- Provide advice, support and instruction on accessing and using knowledge and library resources and equipment – electronic and physical to individuals and small groups
- Provide basic library training, specifically library inductions to individuals and small groups
- Communication is verbal, written and electronic
- Good verbal and written communication skills are required within the post. Verbal skills for handling enquiries at the library enquiry desk; assisting users locate information and stock; carrying out library inductions; assisting users with IT and software problems. Written skills for preparing publicity and information leaflets; maintaining service records and corresponding with library users

ANALYTICAL/JUDGEMENTAL SKILLS

- To provide support and basic training for users in the use of IT equipment and software packages, electronic resources and other library equipment, referring them to other members of the library team when appropriate

- To assist library users in making effective use of the library's services and resources by identifying their needs and helping them to locate appropriate information and documents supported by the Librarian, Senior Library Assistant
- Conduct basic evidence searches and screen the results for high quality evidence-based information using resources such as BMJ Best Practice, Knowledge & Library Hub and other healthcare databases.
- To be familiar with and comply with the relevant legal requirements e.g. copyright and data protection legislation

PLANNING/ORGANISATIONAL SKILLS

- To provide an efficient and timely inter-library loans service for users, locating electronic copies of documents and articles where available, selecting appropriate sources for other requests, placing orders using email, on-line systems and telephone contacts to meet user deadlines
- Maintain databases of inter-library loan transactions, library membership registrations and all other library statistics and resource usage, entering data and developing the databases as required ensuring that records are kept up to date monthly and annually
- Work with the library team to plan, organise and deliver a fit-for-purpose knowledge and library service
- Liaising with Knowledge and Library service manager to plan and organise own workload, time management and location. This will involve being flexible and adaptable within an environment where priorities can change many times during the course of the day, depending on the information needs and timescales of healthcare staff
- Deliver relevant training, specifically library inductions, including demonstrating how to use and access resources and contribute to their promotion to all relevant clinical/non-clinical staff
- Contribute to the delivery of current awareness services offered by the Library to staff via KnowledgeShare
- Maintain own professional development to ensure skills are up to date and appropriate to the changing needs of the service

PATIENT/CLIENT CARE

- Provide basic training (inductions) on information and evidence resources in support of projects and research that leads to changes in practice for better patient care, service improvement and financial savings. This may be for small groups, or on a one to one basis
- Contribute to the collection of feedback for impact case studies on how Knowledge and Library services have contributed to clinical decision making or patient care
- Support patients, carers and their families when they are using the public part of the library, assist in identifying suitable resources

POLICY/SERVICE DEVELOPMENT

- Carry out or assist the Knowledge and Library Services Manager and Librarian in the production of surveys and other evaluation methods around service use
- Promote library services and resources to all healthcare staff and students
- Develop, assess and revise working practices and policies within own work with support from Knowledge and Library Services Manager and Librarian
- Contribute ideas for developmental opportunities and service improvement to existing Knowledge and Library Service strategic policies and operating procedures
- Updating Knowledge & Library Service literature, operating procedures and service policies with support from the wider library team and in line with service, Trust and HEE policies
- To adhere to Trust policies and values and contribute to continuous improvement

FINANCIAL/PHYSICAL RESOURCES

- Assist the Knowledge & Library Services manager to deliver the service on budget, contributing ideas for economical purchases, and savings on information resources
- Operate in a proper and safe manner all IT equipment in the Library. This includes basic maintenance and trouble-shooting problems, and taking responsibility for calling for repairs as necessary
- Helping library users with IT problems and using judgment when to call the IT Helpdesk and when to advise about formal training opportunities to improve skills
- Ensure proper management of the physical accommodation and resources of the library, with reference to all health and safety aspects and relevant legislation e.g. copyright, data protection
- Maintain the security of the library and its stock and equipment, ensuring opening and closing is carried out according to agreed procedures
- Handling small amounts of cash as required within service and Trust guidelines

HUMAN RESOURCES

- Regularly deliver one-to-one or small group training, specifically library inductions
- Provide advice, support and instruction on accessing and using knowledge and library resources and equipment – electronic and physical to individuals and small groups
- Provide one-to-one or small group training on accessing library resources and databases

INFORMATION RESOURCES

- To maintain databases of inter-library loan transactions, library membership registrations and all other library statistics and resource usage, entering data and developing the databases as required
- Assist with the implementation and management of the library management system to ensure an efficient circulation and users' data system
- Facilitate reports to obtain statistical data and monitor adherence to GDPR and IG policies
- To be familiar with and comply with the relevant legal requirements e.g. copyright and data protection legislation when carrying out all tasks relating to registrations, user accounts and document supply

RESEARCH AND DEVELOPMENT

- Contribute to the collection of statistics to evaluate Knowledge and Library Service use using internal systems, or library/resource systems
- Collecting, collating and presenting statistics as required by the Library service in line with local, regional and national expectations and guidelines

PHYSICAL SKILLS

- A majority of the working time is on a computer
- Using keyboard for inputting library records
- Using office equipment including multi-functional device, laminator and binder
- Good verbal and written skills for editing and producing information leaflets, maintaining accurate records and communicating with library users

PHYSICAL EFFORT

- There is a frequent requirement for sitting or standing at a computer for a substantial proportion of the working time

- There is an occasional requirement to exert moderate physical effort for several short periods during a shift and frequent requirement for light physical effort during a shift to include moving books, standing at the issue desk, moving boxes and pushing trolleys

MENTAL EFFORT

- There is a frequent requirement for concentration where the work pattern is unpredictable and there are frequent interruptions, including answering enquiries, switching between tasks to offer technical assistance or answer the phone
- There is a requirement for occasional prolonged concentration, for example when carrying out evidence searches, inputting data, updating records or when updating information resources
- Contact with patients and staff who may on occasion be stressed. This may include people who are nervous of using IT, or are under pressure from deadlines, or from failure to find or understand relevant library resources
- You may work with sources containing graphic images of medical conditions and case studies of distressing situations

EMOTIONAL EFFORT

- Occasional contact with patients and staff who may be distressed or emotional. This may include people who are nervous of using IT, or are under pressure from deadlines, or from failure to find or understand relevant library resources
- Work with sources containing graphic images of medical conditions and case studies of distressing situations

WORKING CONDITIONS
- Requirement to use Visual Display Unit equipment more or less continuously during working hours

OTHER RESPONSIBILITIES

Take part in regular performance appraisal and 1-2-1s

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

To actively demonstrate the Trust values

Royal Devon University Healthcare NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the inclusion, equality and diversity agenda of the Trust.

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role

GENERAL
This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions.   We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you. Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Library Assistant

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
• At least GCSE level, grades 9-4 (A*-C) or equivalent including Maths and English	E	
• A-levels/equivalent or higher information work qualification	E	
• ECDL/ICDL OR equivalent experience with Microsoft Office applications	E	
KNOWLEDGE/SKILLS		
• Highly developed IT skills within an office or library environment	E	
• Highly competent with MS Office applications and web browser software (e.g. CANVA)	E	
• Knowledge of relevant library and NHS legislation: e.g. copyright, data protection		D
• Experience in searching databases and retrieving relevant and appropriate evidence and information		D
• Excellent verbal, written and electronic communication skills and be able to demonstrate these in a variety of situations	E	
• Able to communicate complex instructions to all levels of staff, adapting language appropriately	E	
• Proven excellent written/typed and oral communication skills	E	
• Ability to organise and prioritise workload	E	
• Ability to maintain accurate/precise records/documentation	E	
EXPERIENCE		
• Previous work in a library environment (healthcare, high education or public library desirable)		D
• Experienced using databases and web-based technology	E	
• Experienced with administrative and office tasks	E	
PERSONAL ATTRIBUTES		
• Self-motivated and have the ability to work on own initiative/unsupervised to tight schedules, able to adapt to frequent change	E	
• Able to work within a team and alone	E	
• Ability to assess and analyse the needs of users in order that they receive the right information	E	
• Flexibility of approach to working hours	E	
• Willingness to undertake lone working	E	
OTHER REQUIREMENTS		
• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
• The post holder must demonstrate a positive commitment to uphold the Trust values	E	
• Ability to travel to other locations as required.	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y		x		
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g. isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				x
Heavy manual handling (>10kg)	Y		x		
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		x		
Mental Effort	Y				x
Emotional Effort	Y	x			
Working in isolation	Y		x		
Challenging behaviour	Y	x			