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| **JOB IDENTIFICATION****Job Title: Library Services Manager – Digital Skills****Responsible to: Knowledge Services Manager****Department: Knowledge Services****Directorate: eHealth** |
| **2. JOB PURPOSE** |
|  The Library Services Managers will have responsibility for leading a team of library managers (resources), or subject specialists (services). This will include ensuring strategy outcomes are achieved, seamless working across services and resources, and deputising for the Knowledge Services Manager in periods of absence |
| **3. ROLE OF DEPARTMENT** |
| The Library Network, within the Health Information and Technology Directorate, contributes to the quality of healthcare by providing accurate, relevant high-quality information to enable all staff to make effective use of the knowledge base of healthcare to assist in making clinical and managerial decisions. It helps meet the information and learning needs of all NHS (National Health Service) Staff and Partners consistent with developing clinical practice, research, continuing professional development and national initiatives. |
| **4. ORGANISATIONAL POSITION** |
| Digital Skills (technical)M365 Teams |
| **5. SCOPE AND RANGE** |
| Knowledge Services are a support services within the board delivering tools and services to support clinical and non-clinical staff with their day-to-day duties. This includes (but is not limited too) the support of digital literacy. This post will be responsible for the development of digital literacy within the board and will work with others both within ehealth and across the board to develop the board approach to digital engagement and capacity. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| The Library Services Manager (LSM) will lead a team of library managers/subject specialist librarians across NHS Greater Glasgow and Clyde (Acute, Mental Health, and Partnerships) to set and achieve strategic and service objectives; set targets and methodologies to achieve them; provide regular and accurate service and resource evaluations to inform further service development and the Library Network annual report.The LSM will work closely with the Knowledge Services Manager (KSM) to deliver knowledge management consultancy, high level project management, implementation plans, quality improvement processes, and methods to monitor and evaluate the impact of the Library Network. The Library Services Manager will facilitate the devolution of these to the appropriate team.The LSM will also work with the KSM on senior stakeholder consultation and communication (both within and out with the NHS) with regards to strategic development of the Library Network.The LSMs will also have Library Management responsibilities for multiple libraries and/or service responsibilities, this will involve:* direct supervision, monitoring and evaluation of staff,
* staff development, and developing Library Learning Plans
* collection and resource management;
* managing electronic systems;
* management of board wide services e.g., literature search service, information skills training
* Library IT (Information Technology) management;
* ensuring the health and safety of the physical accommodation;
* refurbishment/ re-build of existing library accommodation.

The LSMs will be responsible for co-ordinating the development, implementation of Library Network guidelines, standards, policies and procedures within their teams, and monitoring adherence and evaluation their impact. The LSM will together with other LSM and KSM strategically manage the finances of the Library Network and either manage a specific portion of the budget and/ or oversee the management of a devolved budget. The LSM will also be responsible for authoring and managing successful funding bids.The LSM will lead high level projects within the Library Network, including implementation of knowledge management strategies – both national and local. The LSM will also co-ordinate audit and research within their teams in compliance with the Library Network audit and research plan. As part of the senior management team for the Library Network the LSMs will deputise for the KSM in their absence/ in their place. |
| **7a. EQUIPMENT AND MACHINERY** |
| Personal Computer / Laptop* Library Computers
* Photocopiers
* Printers
* Scanner
* Multi-Function Centre
* Telephone
* Teleconference Equipment
* Plasma Screens
* Laminator
* Shredder
* General office equipment
* Mobile and Tablet technology
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| **7b. SYSTEMS** |
| * Book and eBook Vendor System
* PECOS
* Document Delivery Systems
* The Knowledge Network
* Internet Content Management System
* Internet for Searching
* Intranet Content Management System
* Microsoft Office 365 (e.g., Teams, Outlook)
* Bibliographic reference databases, and evidence-based databases, and Point of Care resources
* Community of practice and social networking tools
* Other locally developed systems, for which guidance and training is provided
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| **8. DECISIONS AND JUDGEMENTS** |
| The Library Service Manager will have a high level of autonomy for managing their teams and will be expected to make leadership decisions and judgements in terms of staff, resource and service management.The LSM will be responsible for setting team objectives and monitoring and evaluating team performance. The LSM will deal with complex facts or situations requiring analysis, interpretation, and comparison of a range of options The LSM will work closely with the Knowledge Service Manager in setting Library Network strategy, goals and implementation plans, and will deputise for the KSM. Through the knowledge management consultancy role of the department the LSM, in collaboration with the KSM will assess the requirements of the client and decide how to support their needs and delegate tasks to teams accordingly. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| * The LSM will be in regular communication with the KSM, other Library Service Managers, Library Managers, Subject Specialist Librarians, and will directly supervise staff on site when required.
* The LSM will be motivational leader of a professional group
* The LSM will write regular and accurate reports on service and resource impact and usage.
* Will write funding bids as well as audit and research reports.
* The LSM will represent the Library Network and the Knowledge Services Manager on
* committees and groups
* Will deal with NHS GGC (Greater Glasgow and Clyde) departments to ensure seamless operational of libraries e.g., finance, supplies, IT, human resources etc.
* Will be in communication regularly with stakeholders, partners and external providers of services and resources, dealing with contentious issues and reach agreements which will require negotiation and persuasion
* Will communicate and provide knowledge management consultancy support with senior manager and frontline staff throughout the organisation, and beyond
* Will also work with specific client groups and library users on a regular basis.
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| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| * May need to carry equipment
* Concentration required to deal with varied and mentally demanding workload, with frequent staff/ client intrusion. Continual requirement to meet deadlines, targets and service objectives.
* Dealing with a wide range of NHS staff, partners, vendors etc.
* Deals with staff performance issues
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| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * Managing and leading a team of professional librarians and non-professional library staff across a wide area
* Setting objectives and targets and dealing with non-compliance.
* Planning and organising a broad range of complex activities
* Organising workload according to service/strategic priorities
* Continuous focus on service improvement
* Developing and maintaining standards within the team and across the Library Network
* Balancing the leadership of a team and managing own site/specialist responsibilities
* Working across traditional boundaries and client groups
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| **12, KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| * Educated to degree level preferably in librarianship/information science though other equivalents would be considered (if applicants can demonstrate applicability to the role)
* Demonstration of commitment to continued professional development
* At least three years post-qualification experience working in a senior post preferably health-related
* Experience in line-managing a team of staff
* Project management experience
* Wide knowledge of IT, database management, health databases and the internet
* Experience in establishing and developing collaborative networks with colleagues and partners to support delivery of services
* Excellent interpersonal, communication and presentation skills
* Experience of creating, delivering and evaluating a variety of user training targeted at user and organisation needs
* Experience of working effectively on own, leading a team, and as part of a team
* Knowledge of current legislation on copyright, freedom of information, intellectual property, data protection and other relevant legislation.
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