# NHS FORTH VALLEY



# JOB DESCRIPTION

**1. JOB DETAILS**

**Job Title: Library Assistant**

**Responsible to: Librarian**

**Department(s): NHS Forth Valley Library Services**

**Job Reference: BN-AC-LA-0524**

**2. JOB PURPOSE**

To participate in the delivery of a comprehensive library and information service to support health professionals and health care students on placement within NHS Forth Valley.

To provide professional advice and expertise to ensure library patrons can make full and effective use of the service and available resources, including providing introductory training.

* **Dimensions**

The NHS Forth Valley Library Service is based within Medical Education. The Medical Education Team is led by the Director of Medical Education (DME), supported by the Deputy DME, and is managed by the Clinical Education Manager.

The Librarian is responsible for the overall Library Service and the management of the library at Forth Valley Royal Hospital. The Library Service has a potential client base of all NHS Forth Valley staff, health care students on placement in NHS Forth Valley, and those working in partnership with NHS Forth Valley.

The post holder will work closely with the Librarian to deliver the service. They will also work with other members of the Medical Education team. Networking and formalised links also exist with a wide variety of local and national organisations, including the wider NHS Scotland health library network.

Wide ranging use is made of information technology for the speedy delivery of information to the point of need.

**3. KEY DUTIES**

**Responsibilities**

* **Patient Client Care**

**There is a responsibility to:**

No direct patient care associated with this role.

* **Policy and Service**

**There is a responsibility to:**

Carry out general library duties and ensure the smooth running of the service. This involves using the Library Management System, Alma, to oversee circulation of stock, process reservations and inter library loan requests, and ensure the catalogue is up to date.

Collaborate with the Librarian on the production of policies and procedures

Collect and collate statistics on service performance and resource use, and collaborate on service evaluation periodically

Comply with the relevant policies and procedures and as requested, comment on policies, procedures or potential service developments relating to the Library.

Contribute to maintaining a safe environment for library staff and patrons with regard to Health and Safety and report any incidents/faults as necessary

Support with promotional and marketing activities for the service through contributing ideas and creating basic promotional resources such as leaflets and posters.

Occasionally attend other sites across the organisation accompanied by the Librarian to promote the library and/or deliver training sessions.

When necessary, deputise for the Librarian (e.g. during periods of annual leave), taking responsibility for the day-to-day management and running of the library at Forth Valley Royal Hospital.

* **Finance and Physical Assets**

**There is a responsibility to:**

Monitor stock levels and report the requirement for replacement equipment to ensure that the necessary tools are available within the Library.

Be familiar with the use, storage and maintenance of all equipment used within the Library and ensure standards of Infection Control and Health and Safety are maintained.

Ensure maintenance and security of library equipment including PCs and MFD.

Assist with stock takes and archiving of out of date stock.

Look after and maintain the library book and journal stock as well as stock from other libraries requested via inter library loan, keeping track of loans, returns, renewals, overdue items and doing basic repairs.

Aid and assist patrons with the library IT equipment, both the operation of and basic troubleshooting, referring more complex queries to the IT department as required.

There are no budgetary or authorised signatory responsibilities associated with this post.

* **Staff Management/Supervision, Human Resources, Leadership and/or Training**

**There is a responsibility to:**

Handle all types of enquiries from staff, students, other library patrons and other libraries by phone, email, and in person.

Provide one-to-one and group introductory training to library patrons on the use of the library and the national eLibrary, The Knowledge Network, ensuring patrons are familiar with how to use and access our services and available resources such as our library catalogue and bibliographic databases.

There is no staff management or supervision associated with this role.

* **Information Resources**

**There is a responsibility to:**

Ensure that information is dealt with in an appropriate, sensitive and confidential manner at all times.

Work with The Knowledge Network and tools available within it to locate relevant information resources for patrons.

Provide basic support and training for patrons searching on and using The Knowledge Network resources such as the catalogue and databases.

Work with our Library Management System, Alma, for resource and user management, ensuring our catalogue and membership information is accurate, up-to-date, and consistent with recognised standards.

Promote the concept of the NHS Scotland e-Library as the principal resource for NHSS staff looking for health-related materials, information and evidence.

Regularly use various systems such as Alma, our Library Management System, The Knowledge Network, Microsoft Office packages, and bibliographic databases and catalogues.

In collaboration with the Librarian, create, maintain and develop the library intranet and internet pages.

Provide clerical support, including using Microsoft Office resources such as Word, Excel, Forms, and Sway to create basic surveys, statistical reports, and promotional material.

* **Research and Development**

**There is a responsibility to:**

Be aware of any audit and research in progress within the Library and contribute to these as delegated by the Librarian as appropriate.

Collect and collate statistics on service performance and resource use, and collaborate on service evaluation and development.

Support library patrons to locate the full-texts of research articles and other evidence sources.

**Skills**

* **Physical**

**As appropriate to the working area** **and in line with the relevant policies and procedures; there is a requirement to:**

Be familiar with the use, storage and maintenance of all equipment used within the area of work.

Moving and handling skills are required in the management and organisation of stock.

* **Communication**

**There is a requirement to:**

Build and maintain links and relationships with NHS Forth Valley staff, health care students on placement, and other library patrons, delivering library and knowledge services and support in accessing evidence based resources.

Staff the enquiry desk and deal with enquiries from library patrons in person, over the phone and via email and contact patrons as necessary.

Maintain key links with other NHS Forth Valley services such as Medical Education (particularly Undergraduate Services) and communicate with other departments such as Estates/Serco, supplies and IT regarding the space, stock and equipment.

Maintain relationships with other NHS Scotland library services and NHS Education for Scotland, attending and contributing to meetings, including with the paraprofessional network.

Demonstrate the behaviours expected of all staff and recognise how these can influence others, relationships, the environment and culture and adapt these to meet the needs of any given situation.

Ensure that all communications are carried out in a manner that is respectful and considerate and does not discriminate on the grounds of age, disability, faith, religion or belief, gender, gender reassignment, marriage and civil partnerships, race or sexual orientation, by ensuring that all conversations and discussions are conducted to the highest standards of honesty, integrity, impartiality and objectivity.

* **Analytical and Judgements**

**There is a requirement to:**

Recognise and adhere to the scope of the job whilst using initiative and referring appropriately to the Registered Professional/Line Manager.

Plan and prioritise workload assigned by the Librarian, sometimes undertaking a variety of tasks simultaneously when the workplace is busy.

Balance the need for service development work to improve the service with the daily demands of the role.

Work autonomously using own knowledge and initiative to respond to and resolve queries and provide frontline support to library patrons, escalating to Librarian where required and taking cognisance of local and national policies.

* **Planning and Organising**

**There is a requirement to:**

Plan, prioritise and organise workload to ensure general library duties and other aspects of the role as outlined in the job description are carried out.

**Effort and Environment**

* **Physical**

**There is a requirement to:**

Physically handle and move stock such as books, journals, and stationery.

Organise and tidy store cupboard.

Sit for extended periods at a PC.

* **Mental**

**There is a requirement to:**

Concentrate for long periods of time and employ communication/interpersonal skills when on the enquiry desk and supporting users with queries.

Concentrate for long periods of time while working with and maintaining the stock, such as when performing a stock take.

Concentrate for long periods at the PC, accurately inputting data to systems and frequently swapping between various eResources and systems.

Maintain a level of concentration and continuity when carrying out tasks, while dealing with frequent interruptions from library patrons.

Multitasking may be required often.

* **Emotional**

**There is a requirement to:**

Handle information with graphic images of medical conditions or written case studies recording medical information.

* **Working Conditions**

**There is:**

Largely office/library based under standard office conditions with extended ongoing use of VDUs.

Potential for travelling across the NHS Forth Valley area, visiting community sites to deliver training, attend meetings and conduct library pop-up stalls in corridors/canteens/staff areas etc.

Potential for travelling further afield to attend meetings and professional development events.

**4. FREEDOM TO ACT WITHIN THE JOB**

Work will be generated by the needs of the department and will be assigned by the Librarian. In the absence of the Librarian, other senior staff may assign work.

It is expected that the post holder will carry out assigned tasks independently, using their own initiative to prioritise daily routine tasks and complete work assigned to them, escalating more complex queries or issues to the Librarian and seeking guidance as required.

There will be scope for the post holder to use their own initiative to respond to queries, progress work, and make suggestions regarding the daily operation of the Library Service.

When necessary, the post-holder will deputise for the Librarian (e.g. during periods of annual leave), taking responsibility for the day-to-day management and running of the library.

There will be regular informal discussions and reviews of work with the Librarian and more formally on an annual basis as part of the Personal Development Planning Review process when expectations and objectives will be discussed and agreed.

There is a requirement to take ownership of personal development and taking part in ongoing training and those deemed mandatory by the Organisation.

**5. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

Relevant Library/Information/Knowledge qualification or CILIP Certification/Chartership or equivalent demonstrable experience in a relevant setting

English language competency

Excellent communication and interpersonal skills

High level of IT skills including experience with Microsoft Office packages

Ability to manage and prioritise workload using own initiative

Understanding of data protection and copyright legislation

Experience of working as part of a team in a customer focused environment

Experience of using Library Management Systems and other relevant systems e.g. library catalogues, bibliographic databases

Knowledge of and interest in the wider library profession and current trends

Good organisational skills and attention to detail

Problem solving skills and ability to deal with queries

Adaptable approach to work and ability to multi-task

**6. DEPARTMENT ORGANISATION CHART**

The Library Service sits within Medical Education. The department is organised as below: