

JOB DESCRIPTION

Post title: Library Assistant - Apprentice

Hours of duty: 30.00 hours per week

Base: Princess Royal Hospital

Department: Telford Health Library

Responsible to: Site Librarian

Post purpose: The Library Assistant Apprentice will be a member of the SaTH Library Service Team. The main focus of the role is to assist the Site Librarian in the provision and promotion of high quality library and information services for all Trust staff in order to support the highest standards of clinical care, education, training and research.

Scope and range: Main work base at the Princess Royal Hospital with the requirement to work at Royal Shrewsbury Hospital in accordance with the needs of the service.

The duties and responsibilities will be supported through on the job training, guidance and supervision, attendance at relevant training sessions provided by the Trust and the Training Provider and assessment in the workplace.

Duties and responsibilities:

- To provide the first line of contact for all Trust staff, other library users and library visitors by working on the library enquiry desk handling enquiries, registration of new users and library induction.
- 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 for users and basic training 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 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 supply photocopies of articles to meet requests from other West Midlands health libraries.
- To maintain databases of inter-library loan transactions, library membership registrations and sources for electronic journal access, entering data and developing the databases as required.
- To undertake general library duties including automated book circulation, the recording of new books on to the library management database, the processing of new stock for shelving by labeling and adding security tags, shelving stock and maintaining stocks of library stationery and publicity materials.
- To support the development of collections and to ensure that the collection development policy is applied in relation to Library resources.
- To work with other members of the library team on the monitoring and quality assessment of library services, contributing to surveys of users and stock, recording data on spreadsheets and manual systems, making calculations and summarizing results.
- To promote content and create displays in line with relevant local and national awareness weeks and to promote products and services the Library provides demonstrating value and impact to Trust staff, library users and visitors.
- To be familiar with and comply with the relevant legal requirements e.g. copyright and data protection legislation.
- To be responsible for handling and recording petty cash received for photocopying and other library services.
- To share responsibility with other library staff for the efficient day-to-day running of the library service.
- To take every reasonable opportunity to maintain and improve professional knowledge and competence. To participate in personal objective setting, review and the creation of a personal development plan.

- To develop the knowledge, skills and behaviours to achieve the apprenticeship and become a competent team member.
- Proactively take responsibility for their learning and development, utilising the support available within work and from the training provider. To include agreeing and working towards their training plan to achieve the Level 3 Library, Information and Archive Assistant Apprenticeship within the specified timescale.
- To contribute to local and national evaluations of the impact of their health library services.
- To understand and implement the Trust's policy for Health and Safety and to be aware of personal responsibilities within the policy.
- To ensure confidentiality is maintained at all times in accordance with the Trust's confidentiality policy.

The prevention and management of acquired infection is a key priority for the Trust. The post holder is required to ensure, as an employee, that his/her work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or themselves:

- All staff must be aware of infection prevention and control policies, practices and guidelines appropriate for their duties and must follow these at all times to maintain a safe environment for patients, visitors and staff.
- All staff must maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development.
- Any breach of infection control policies is a serious matter which may result in disciplinary action.
- All staff have a responsibility to challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

This job description is not a definitive list of all duties and responsibilities and is intended to cover the main duties and responsibilities of the post only. It may be amended at any time by agreement between the post holder and line manager.

Systems and equipment:

- ✦ The post holder works with IT equipment: computers, printers, scanner and with photocopiers, laminators and other office equipment for a substantial part of each day
- ✦ The post holder helps to maintain the library IT and office equipment
- ✦ The post holder creates spreadsheets for statistical purposes and collaborates with other members of the library team in the development of databases for service monitoring

Decisions, judgement and 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, referring complex issues to the Site Librarian
- ✦ The post holder exercises initiative when in sole charge of the library service as required in the absence of other members of staff

Communications and relationships

- ✦ The post holder has contact with: all groups of Trust staff and students; university staff and students; primary care staff; library and Education Centre colleagues within the Trust; library staff across the regional network; staff of non-NHS organisations from which the library obtains resources and services
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 records of service delivery; corresponding with library users
- ✦ Good customer-care skills are required to promote excellent staff-user relations in order to provide Trust staff with a user-driven library service.

Physical, mental and emotional demands of the post:

The post involves:

- ✦ working with computers for extended periods each day
- ✦ concentration and accuracy for long periods each day when entering data on the library's internal databases, checking manual and computer records, locating information for users, handling electronic requests with other

- libraries, updating library information on regional databases, developing existing and creating new databases
- ✦ ability to work quickly to meet users' urgent deadlines, particularly in connection with clinical work
 - ✦ working with frequent interruptions.

Working conditions:

- ✦ The post involves working with VDU equipment for a substantial part of each day.
- ✦ The exertion of light to moderate physical effort in the moving of stock and equipment within the library and computer room.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and

effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

Manager Name:	Post holder Name:
Signature:	Signature:
Date:	Date: