

**NHS KSF Outline for Assistant Librarian
North Essex Hospitals' Library and Information Service
Colchester General Hospital**

Job title: Assistant Librarian, training and services

Accountable to: Library Services Manager

Job summary -

To assist the Library and Information Services Manager in providing and developing a library and information service which supports clinical governance, lifelong learning, research and development and evidence-based practice for all medical and allied health staff employed by Essex Rivers and other locally based NHS staff including those employed by mental health and primary care Trusts. The development, promotion, delivery and monitoring of training will form a key part of this post.

KSF outline with areas of application

Dimension and level	Indicators	Areas of application	
<p>Dimension 1 Communication</p> <p>Level 3 Develop and maintain communication with people about difficult matters and/or in difficult situations</p>		<p>People with whom communicating may include</p> <ul style="list-style-type: none"> - Library service users - All members of the library services team - Locally based NHS staff - Library Services Manager - Essex NHS Librarians with responsibility for training - Visitors - Translators <p>Communication differences can be in relation to</p> <ul style="list-style-type: none"> - Differing levels of knowledge among participants in groups being trained - Poor IT skills of participants - Learners needs e.g. dyslexia, visual or hearing impairments, ESOL 	

		<p>Purpose of communication may include</p> <ul style="list-style-type: none"> - Motivating and supporting participants in groups - Presenting course material during group teaching - Teaching individuals e.g. service users and library services staff - Liaising with staff in the Essex trainers group to develop training materials - Alerting NHS staff at all levels to when training events will be held, internally and externally - Updating and advising local Library staff in the use of electronic resources - Motivating and developing other Library staff - Giving feedback to library assistants - Promoting the library service <p>Modifies communication through for example</p> <ul style="list-style-type: none"> - Producing large print versions of training materials - Adapting computer programmes - Using hearing loops - Arranging verbal and/or written translation of materials 	
Dimension and level	Indicators	Areas of application	
<p>Dimension 2 Personal and people development</p> <p>Level 3 Develop oneself and contribute to the development of others</p>		<p>Own development needs may include</p> <ul style="list-style-type: none"> - keeping up-to-date with information and information technology through further studies, background reading, participation in courses, conferences etc - keeping up to date with developments in user education and training and issues within the NHS <p>Personal development may include</p> <ul style="list-style-type: none"> - identifying own personal development plan with line manager - maintaining own personal development portfolio - undertaking training both as required by the Trust, and professionally to enhance library 	

		<p>and information skills</p> <ul style="list-style-type: none"> - identifying skills gaps as a result of evaluations from training events - deputising for the Library Services Manager <p>Enabling others to develop may include</p> <ul style="list-style-type: none"> - providing one to one training for library users on an ad hoc basis in the Library - delivering a range of training events in the Library Computer Resource and Training Room - offering training to all staff which is focussed on the Dialog front end for Medline and other databases, but which will also include other searching skills, Library induction, access to the Library's online collections - providing induction sessions to individuals and groups - planning, developing, implementing and evaluating courses on the use of electronic information services - updating, advising and providing training for the library services team in the use of new electronic resources - training other team members in the use of the Library databases, providing and maintaining written versions of the procedures 	
Dimension and level	Indicators	Areas of application	
Dimension 3 Health, safety and security Level 1 Assist in maintaining own and others' health, safety and security		<p>Legislation, policies and procedures may relate to</p> <ul style="list-style-type: none"> - data and information protection and security - health and safety at work - manual handling - security of premises and people <p>Assisting in maintaining a healthy, safe and secure working environment may include</p> <ul style="list-style-type: none"> - appropriate and secure use of information technology e.g. copyright law - ensuring that library assistants maintain good health, safety and security practices 	

		<p>Works in a way that minimises risks to health, safety and security may be</p> <ul style="list-style-type: none"> - following the Trust Lone Worker policy - having access to the Security team by bleep - ensuring that books are safely stacked - taking appropriate breaks from using computers - ensuring that passwords are not shared <p>Emergencies might be related to</p> <ul style="list-style-type: none"> - security of information 	

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<p>Dimension 4 Service improvement</p> <p>Level 2 Contribute to the improvement of services</p>		<p>Direction, policies and strategies may include</p> <ul style="list-style-type: none"> - contributing to the development of policies affecting the development and delivery of training materials - contributing to strategic planning for the development of an effective enquiry service e.g. by writing Library protocols - discussing the implications of any proposed changes with the team - having one to one discussions with the library assistants to explain the impact changes will have on their work <p>Evaluating own and others work may include</p> <ul style="list-style-type: none"> - library users surveys requesting their views on particular aspects of provision - auditing stock for relevance of selection - evaluating training offered by using evaluation forms at events - monitoring the impact of training on service users knowledge <p>Constructive suggestions may include</p> <ul style="list-style-type: none"> - own reflections and observations 	

		<ul style="list-style-type: none"> - team discussion/meetings - service users surveys 	
Dimension and level	Indicators	Areas of application	
Dimension 5 Quality Level 3 Contributing to improving quality		<p>Legislation, policies and procedures may relate to</p> <ul style="list-style-type: none"> - data and information protection - working with quality procedures e.g. those required for Accreditation - maintaining standards in accordance with Professional Codes of Conduct <p>Working effectively in own team may include</p> <ul style="list-style-type: none"> - attending and contributing to meetings and team briefings - promoting the Library Service and its place in the Trust and beyond - initiating and taking responsibility for own work pattern - respecting the views of others and their professional roles - maintaining effective working relationships with colleagues, other NHS staff and external agencies - ensuring that team members are updated when there are changes that will affect their work e.g. changes in copyright law <p>Quality issues and related risks may include</p> <ul style="list-style-type: none"> - databases may not be working - broken photocopier - service users Athens password not working - mis-use of passwords e.g. sharing - mis-use of equipment - inappropriate use of the Internet <p>Taking the appropriate action when there are persistent quality problems may include</p> <ul style="list-style-type: none"> - alerting the Library Services Manager 	

		<ul style="list-style-type: none"> - issuing warnings to service users - alerting the managers of service users - alerting the police 	
Dimension and level	Indicators	Areas of application	
Dimension 6 Equality and diversity Level 2 Support equality and value diversity		Legislation, policies and procedures may relate to <ul style="list-style-type: none"> - promoting equality of opportunity and good relations as outlined in the Trust's Equality and Diversity Policy - disability People's expressed beliefs, preferences and choices may be met by <ul style="list-style-type: none"> - ensuring equity of service provision to all service users - following the Essex NHS Libraries training strategy to ensure parity of training offered across the county - providing one to one training for staff who are unable to access the training courses or have special needs - providing requested information in a non-judgemental way - providing alternative ways to meet users needs e.g. large print, translators and/or translated materials Identifying and taking action when others' behaviour undermines equality and diversity may include <ul style="list-style-type: none"> - using appropriate methods and processes to resolve complaints e.g. Trust procedures - reporting inappropriate use of the Internet 	

Dimension and level	Indicators	Areas of application	
<p>Dimension IK1 Information processing</p> <p>Level 2 Modify, structure, maintain and present data and information</p>		<p>Data and information may be processed for</p> <ul style="list-style-type: none"> - management of the library service - service effectiveness - effectiveness of training provided <p>Data and information may be</p> <ul style="list-style-type: none"> - used to establish facts e.g. how many mental health nurses have signed up for their Athens password - presented to an agreed format e.g. data on how much training has been completed in a given time - used to collect statistics on library use for the Library Services Manager - used to develop and maintain housekeeping procedures including the Library databases <p>Actions to keep data up to date may include</p> <ul style="list-style-type: none"> - updating the web site - library databases - Athens account administration - creating accounts for NHS users, deleting expired accounts, extending accounts 	

Dimension and level	Indicators	Areas of application	
Dimension IK2 Information collection and analysis Level 2 Gather, analyse and report a limited range of data and information		Data and information relating to <ul style="list-style-type: none"> - education, training and development - providing data and information on request - developing teaching materials and presentations - maintaining the confidentiality and security of documentation, data and other information Formats may include <ul style="list-style-type: none"> - statistical analyses e.g. of staff accessing training and those who are not - written reports e.g. for Library Services Manager, library trainers group, WDC - teaching materials 	

Dimension and level	Indicators	Areas of application	
Dimension IK3 Knowledge and information resources Level 3 Organise knowledge and information resources and provide		Requirements may relate to <ul style="list-style-type: none"> - training - information Knowledge and information sources may be accessed, developed and organised for the purposes of <ul style="list-style-type: none"> - assisting in the provision, development and evaluation of an effective enquiry service, including undertaking literature searches, using local and remote sources as appropriate - providing information for NHS staff in any medium needed e.g. printed, emailed, recorded - providing literature in appropriate formats for clinical staff to pass on to patients 	

information to meet needs		Ways of organising knowledge/information resources may include <ul style="list-style-type: none"> - assisting in the cataloguing, classification and promotion of new materials - maintaining the Library's internal websites, including access to the Library's online journals collection 	

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Dimension G1 Learning and development Level 3 Plan, deliver and review interventions to enable people to learn and develop		<p>Learning and development may include</p> <ul style="list-style-type: none"> - advice and guidance for service users on the various learning and development opportunities they can access e.g. courses on Word, Excel etc - training for individuals and groups - structured approaches to learning in the workplace <p>and may be delivered by</p> <ul style="list-style-type: none"> - organising and delivering training in the use of electronic information services - undertaking induction sessions to individuals and groups, ensuring appropriate information is given to new and potential users - planning, making and meeting appointment deadlines - designing effective and up to date teaching materials liaising with colleagues in the Essex trainers group - assessing the training needs of individuals - monitoring programmes and learners progress - evaluating the effectiveness of training provision and using the outcomes to improve future programmes in conjunction with the Essex trainers group - maintaining records of training activities including contact details of those who have undertaken training - providing follow up support to staff who have undertaken training and monitoring the impact of training on their levels of knowledge - providing one to one training for staff unable to attend the training courses or for staff 	

		<p>with special needs</p> <ul style="list-style-type: none"> - liaising with the appropriate internal verifier for the Centre - attending reviews with the appointed Internal Verifier to discuss assessment issues 	

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<p>Dimension G5 Services and project management</p> <p>Level 2 Organise specific aspects of services and/or projects</p>		<p>Services and projects may be in the areas of</p> <ul style="list-style-type: none"> - education, training and development - management of information <p>Legislation, policies and procedures may be related to</p> <ul style="list-style-type: none"> - data protection <p>Activities to support the efficient working of services/projects may include</p> <ul style="list-style-type: none"> - planning, making and meeting appointment deadlines - liaising at all levels, both internally and externally of the Trust - undertaking projects e.g. National Library for Health Week - ensuring that staff are told when library databases are changed - undertaking stock selection and editing - assisting in procurement activities - ensuring that staff attending for training sessions all have their Athens password - disseminating knowledge about changing systems e.g. when British Library changed from producing paper literature searches to using electronic media - passing any problems outside own remit to the Library Services Manager - trouble shooting day to day problems e.g. staff attending training not being at the correct level of IT literacy, computers not working - helping service users in the Library, carrying out cash transactions when required 	

Dimension and level	Indicators	Areas of application
Dimension G6 People management Level 2 Plan, allocate and supervise the work of a team		<ul style="list-style-type: none"> - assisting with the recruitment and selection of library assistants <p>Assessing the work of teams and individuals may be for</p> <ul style="list-style-type: none"> - library assistants day to day work - assuring that quality requirements have been met and may also be related to - projects <p>Feedback may be given</p> <ul style="list-style-type: none"> - during appraisal - during normal day to day activities - when planning projects with the team - when required to maintain motivation, morale and effectiveness

Dimension and level	Indicators	Areas of application
Dimension G8 Public relations and marketing Level 3 Market and promote a service/organisation		<p>Public relations and marketing may include</p> <ul style="list-style-type: none"> - encouraging staff to make use of the Library Service - selling the training aspect of the service more widely - managing the reputation of the service <p>Approaches to promotion and marketing may include</p> <ul style="list-style-type: none"> - promoting the Library service in a positive manner - promoting training opportunities and events using various media including e-mail, posters, visits and mail shots - ensuring that the Library is seen as part of the Trust for all NHS staff to use

		<ul style="list-style-type: none">- consulting with community staff on the best ways to meet their needs- evaluating the success of promotion and marketing e.g. number of staff accessing training and using services	