



Post Outline : Library Assistant

Created On Monday, August 1, 2005

Created By Emma Stocks

This Post Outline Is Not Approved

Assinged to:

Purpose : As a front-line staff member, the postholder will provide day to day library services including lending books, dealing with photocopy requests and more general enquiries. He/ she will also be involved in data input and recording transaction statistics. There will be contact with a range of users with differing demands and a positive attitude is necessary to customer service. On those occasions when the post holder has to work unsupervised, they will be able to contact other LibNEL Library Managers for help and advice.

As the Library Service is customer focused the post holder may have frequent interruptions to work processes to answer enquiries from library users and to help locate resources or help with IT related problems. The post requires some frequent moderate physical effort shelving books and other media, tidying shelves and generally keeping the library tidy.

Reporting To : Library Manager/Assistant Librarian

KSF Dimensions, Levels And Indicators

Core / Specific	Number	Dimension	Second Gateway (Full Outline)		Foundation Gateway (Subset Outline)	
			Level	Indicator	Level	Indicator
Core	C1	COMMUNICATION	3	A,B,C,D,E,F	1	A,B,C,D,E
Core	C2	PERSONAL AND PEOPLE DEVELOPMENT	2	A,B,C,D,E,F	1	A,B,C,D,E
Core	C3	HEALTH, SAFETY AND SECURITY	1	A,B,C,D,E	1	A,B,C,D,E
Core	C4	SERVICE IMPROVEMENT	2	A,B,C,D,E,F	1	A,B,C,D,E
Core	C5	QUALITY	2	A,B,C,D,E,F	1	A,B,C,D,E
Core	C6	EQUALITY AND DIVERSITY	2	A,B,C,D	1	A,B,C,D,E
Specific	IK1	INFORMATION PROCESSING	2	A,B,C,D,E,F,G	1	A,B,C,D,E
Specific	IK3	KNOWLEDGE AND INFORMATION RESOURCES	2	A,B,C,D,E	1	A,B,C,D,E,F
Specific	G1	LEARNING AND DEVELOPMENT	1	A,B,C	1	A,B,C
Specific	G5	SERVICES AND PROJECT MANAGEMENT	1	A,B,C,D	1	A,B,C,D

C1 COMMUNICATION

Second Gateway (Full Outline)

Level : 3 Develop and maintain communication with people about difficult matters and/or in difficult situations

Level Indicators:

- a) identifies the range of people likely to be involved in the communication, any potential communication differences and relevant contextual factors
- b) communicates with people in a form and manner that:
 - is consistent with their level of understanding, culture, background and preferred ways of communicating
 - is appropriate to the purpose of the communication and the context in which it is taking place
 - encourages the effective participation of all involved
- c) recognises and reflects on barriers to effective communication and modifies communication in response
- d) provides feedback to other workers on their communication at appropriate times
- e) keeps accurate and complete records of activities and communications consistent with legislation, policies and procedures.
- f) communicates in a manner that is consistent with relevant legislation, policies and procedures.

Examples of Application : To staff the library desk or counter/reception area and act as first contact point for both personal and telephone callers.

To provide an enquiry service to all library users, in person, by telephone, by e-mail and by post, and referring more complex enquiries to more senior library staff, as appropriate.

To collect and open the post. Distribute within Library Team

People with whom communicating
See overview

Communication differences might be in relation to:

- contexts and cultures of the different parties
- degree of confusion or clarity
- first/preferred language
- levels of familiarity with the subject of the communication / context in which the communication is taking place

Foundation Gateway (Subset Outline)

Level : 1 Communicate with a limited range of people on day-to-day matters

Level Indicators:

- a) communicates with a limited range of people on day-to-day matters in a form that is appropriate to them and the situation
- b) reduces barriers to effective communication
- c) presents a positive image of her/himself and the service
- d) accurately reports and / or records work activities according to organisational procedures
- e) communicates information only to those people who have the right and need to know it consistent with legislation, policies and procedures.

Examples of Application : People with whom communicating
See overview

Day-to-day matters might include:

- asking questions
- giving straightforward information
- passing on simple messages
- providing answers
- taking simple messages.

Forms of communication
See overview

Barriers to communication
See overview

Reducing barriers might relate to:
- adapting communication

- level of knowledge and skills
- sense of reality.

Forms of communication

See overview

Purpose of communication might include:

- asserting a particular position or view
- breaking bad news
- encouraging and supporting people
- explaining issues in formal situations (such as courts)
- explaining outcomes of activities / interventions
- exploring difficult issues
- facilitating meetings
- helping people make difficult decisions
- making scripted presentations
- presenting and discussing ideas
- providing technical advice to non-technical specialists
- representing views
- seeking consent
- sharing decision making with others including users of services
- sharing information
- supporting people in difficult circumstances.

Barriers to communication

See overview

Modifies communication through, for example:

- deciding what information / advice to give / not give as the communication proceeds
- modifying the content and structure of communication
- modifying the environment
- modifying the methods of communicating
- using another language
- using different communication aids

Legislation, policies and procedures

See overview

- changing the environment
- checking information received for accuracy and interpretation
- using communication aids

Legislation, policies and procedures

See overview

Second Gateway (Full Outline)

Level : 2 Develop own knowledge and skills and provide information to others to help their development

Level Indicators:

- a) assesses and identifies:
 - feedback from others on own work
 - how s/he is applying knowledge and skills in relation to the KSF outline for the post
 - own development needs and interests in the current post
 - what has been helpful in his/her learning and development to date
- b) takes an active part in the development review of own work against the KSF outline for the post with their reviewer and suggests areas for learning and development in the coming year
- c) takes responsibility for own personal development and takes an active part in learning opportunities
- d) evaluates the effectiveness of learning opportunities and alerts others to benefits and problems
- e) keeps up-to-date records of own development review process
- f) offers information to others when it will help their development and/or help them meet work demands.

Examples of Application : To familiarise library users with basic library procedures and help them to use the library and its services.

To attend appropriate training courses

Induct new starters

Others

See overview

Personal development

See overview

Offering information to others might be:

- during induction
- during ongoing work
- when changes are being made to work practices.

Foundation Gateway (Subset Outline)

Level : 1 Contribute to own personal development

Level Indicators:

- a) with the help of others, identifies:
 - whether s/he can carry out the tasks within own job
 - what s/he needs to learn to do current job better
 - when s/he needs help
- b) reviews his/her work against the KSF outline for his/her post with his/her reviewer and identifies own learning needs and interests
- c) produces with his/her reviewer a personal development plan
- d) takes an active part in agreed learning activities and keeps a record of them
- e) evaluates the effectiveness of learning activities for own development and the job.

Examples of Application : Others

See overview

Personal development

See overview

Second Gateway (Full Outline)

Level : 1 Assist in maintaining own and others' health, safety and security

Level Indicators:

- a) acts in ways that are consistent with legislation, policies and procedures for maintaining own and others' health, safety and security
- b) assists in maintaining a healthy, safe and secure working environment for everyone who is in contact with the organisation
- c) works in a way that minimises risks to health, safety and security
- d) summons immediate help for any emergency and takes the appropriate action to contain it
- e) reports any issues at work that may put health, safety and security at risk.

Examples of Application : Open and close the library following local protocols which include responsibility for securing the library and its resources on departure.

Attend mandatory fire training annually
Attend mandatory manual handling training every two years
Read and be familiar with local Health and Safety Policies and procedures

Legislation, policies and procedures
See overview

Others:
See overview

Assisting in maintaining a healthy, safe and secure working environment might include:

- appropriate and secure use of information technology
- appropriate use of security systems and alarms
- being immunised to protect self and others from specific health risks
- checking the safety of fittings and fixtures
- disposing of waste
- maintaining appropriate levels of heating, lighting and ventilation

Works in a way that minimises risks to health, safety and security might be:

Foundation Gateway (Subset Outline)

Level : 1 Assist in maintaining own and others' health, safety and security

Level Indicators:

- a) acts in ways that are consistent with legislation, policies and procedures for maintaining own and others' health, safety and security
- b) assists in maintaining a healthy, safe and secure working environment for everyone who is in contact with the organisation
- c) works in a way that minimises risks to health, safety and security
- d) summons immediate help for any emergency and takes the appropriate action to contain it
- e) reports any issues at work that may put health, safety and security at risk.

Examples of Application : Legislation, policies and procedures
See overview

Others:
See overview

Assisting in maintaining a healthy, safe and secure working environment might include:

- appropriate and secure use of information technology
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- being immunised to protect self and others from specific health risks
- checking the safety of fittings and fixtures
- disposing of waste
- maintaining appropriate levels of heating, lighting and ventilation

Works in a way that minimises risks to health, safety and security might be:

- driving safely
- effective hand cleansing
- moving and handling people and/or goods using equipment as appropriate
- reducing noise
- taking appropriate breaks from using equipment
- using organisational security measures.

Risks to health, safety and security:

- driving safely
- effective hand cleansing
- moving and handling people and/or goods using equipment as appropriate
- reducing noise
- taking appropriate breaks from using equipment
- using organisational security measures.

Risks to health, safety and security:

See overview

Emergencies might be related to:

- the environment
- health
- information (eg breaches of confidentiality, lost/stolen health records)
- security.

See overview

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Second Gateway (Full Outline)

Level : 2 Contribute to the improvement of services

Level Indicators:

- a) discusses and agrees with the work team
 - the implications of direction, policies and strategies on their current practice
 - the changes that they can make as a team
 - the changes s/he can make as an individual
 - how to take the changes forward
- b) constructively makes agreed changes to own work in the agreed timescale seeking support as and when necessary
- c) supports others in understanding the need for and making agreed changes
- d) evaluates own and other's work when required to do so completing relevant documentation
- e) makes constructive suggestions as to how services can be improved for users and the public
- f) constructively identifies issues with direction, policies and strategies in the interests of users and the public.

Examples of Application : Contribute to team meetings and development of new policies: maintain currency of Procedures Manual

Direction, policies and strategies
See overview

Evaluating own and other's work might be through:

- audit
- appraising own and team practice in the light of research findings
- comparisons of own services against those of others following benchmarking exercises
- satisfaction surveys.

Constructive suggestions might be related to:

- bright ideas
- feedback from users
- good practice elsewhere
- how to apply changes in legislation, policies and procedures
- how to implement recommendations

Foundation Gateway (Subset Outline)

Level : 1 Make changes in own practice and offer suggestions for improving services

Level Indicators:

- a) discusses with line manager / work team the changes that need to be made in own practice and the reasons for them
- b) adapts own practice as agreed and to time seeking support if necessary
- c) effectively carries out tasks related to evaluating services when asked
- d) passes on to the appropriate person constructive views and ideas on improving services for users and the public
- e) alerts line manager / work team when direction, policies and strategies are adversely affecting users of services or the public

Examples of Application : Tasks related to evaluating services might include:

- audits (eg clinical, financial, resource)
- customer satisfaction surveys
- risk assessments
- staff questionnaires.

Direction, policies and strategies
See overview

- how to respond effectively to evaluations
- own reflections and observations
- team discussion.

Second Gateway (Full Outline)

Level : 2 Maintain quality in own work and encourage others to do so

Level Indicators:

- a) acts consistently with legislation, policies, procedures and other quality approaches and encourages others to do so
- b) works within the limits of own competence and levels of responsibility and accountability in the work team and organisation
- c) works as an effective and responsible team member
- d) prioritises own workload and organises own work to meet these priorities and reduce risks to quality
- e) uses and maintains resources efficiently and effectively and encourages others to do so
- f) monitors the quality of work in own area and alerts others to quality issues.

Examples of Application : To operate an efficient recall procedure for overdue items and reservations.

Legislation, policies and procedures
See overview

Working as an effective and responsible team member
See overview

Resources would include:

- environments
- equipment and tools
- information
- materials.

Quality issues might relate to:

- complaints
- data and information gaps
- health, safety and security
- incidents
- lack of knowledge or evidence on which to base the work
- mistakes and errors
- poor communication
- resources
- team working

Foundation Gateway (Subset Outline)

Level : 1 Maintain the quality of own work

Level Indicators:

- a) complies with legislation, policies, procedures and other quality approaches relevant to the work being undertaken
- b) works within the limits of own competence and responsibility and refers issues beyond these limits to relevant people
- c) acts responsibly as a team member and seeks help if necessary
- d) uses and maintains resources efficiently and effectively
- e) reports problems as they arise, solving them if possible.

Examples of Application : Legislation, policies and procedures

See overview

Acting responsibly as a team member
See overview

Resources would include:

- environments
- equipment and tools
- information
- materials.

- workload

Second Gateway (Full Outline)

Level : 2 Support equality and value diversity

Level Indicators:

- a) recognises the importance of people's rights and acts in accordance with legislation, policies and procedures
- b) acts in ways that:
 - acknowledge and recognise people's expressed beliefs, preferences and choices
 - respect diversity
 - value people as individuals
- c) takes account of own behaviour and its effect on others
- d) identifies and takes action when own or others' behaviour undermines equality and diversity.

Examples of Application : Attend mandatory equality and diversity training and encourage others to do the same

Read and be familiar with local equality and diversity policy and ensure staff do the same

Read and be familiar with local Discrimination, Harassment, Bullying and Victimisation Policy encourage others to do the same

Legislation, policies and procedures

See overview

People's expressed beliefs, preferences and choices might relate to:

- food and drink
- how they like to be addressed and spoken to
- personal care - living or deceased
- privacy and dignity
- the information they are given
- the support they would like
- their faith or belief.

Identifying and taking action when others' behaviour undermines equality and diversity would include on a day-to-day basis being prepared to:

- recognise when equality and diversity is not being promoted and doing something about it
- recognise when someone is being discriminated against and doing something about it

Foundation Gateway (Subset Outline)

Level : 1 Act in ways that support equality and value diversity

Level Indicators:

- a) acts in ways that are in accordance with legislation, policies, procedures and good practice
- b) treats everyone with whom s/he comes into contact with dignity and respect
- c) acknowledges others' different perspectives
- d) recognises that people are different and makes sure they do not discriminate against other people
- e) recognises and reports behaviour that undermines equality and diversity

Examples of Application : Legislation, policies and procedures

See overview

Makes sure they do not discriminate against other people may include

- what they do or say
- what they do not do or say
- when interacting with colleagues
- when interacting with users of services
- when working with the public
- when working with visitors to the organisation

Second Gateway (Full Outline)

Level : 2 Modify, structure, maintain and present data and information

Level Indicators:

- a) inputs, amends, deletes and modifies data and information accurately and completely consistent with legislation, policies and procedures
- b) establishes requirements and finds requested data/information using agreed procedures and appropriate sources
- c) collates, structures and presents data/information as requested using agreed systems and formats
- d) maintains the integrity of data/information consistent with legislation, policies and procedures
- e) assures the quality of data during modification, structuring and presentation
- f) stores data and information safely and in a way that allows for retrieval within appropriate timescales
- g) keeps the data/information system up to date.

Examples of Application : Maintain statistics on all document delivery transactions.

To take money for library services, including photocopying and inter-library loans. Maintain a book keeping record for monies received and agree on a weekly basis.

To input data into the library membership database.

To register library members to use KA24 using the Athens Authentication System via the Internet.

To help users to access health databases via the Internet using KA24 and NELH.

To use computers for correspondence, e-mail and other library work as appropriate.

Contribute to the creation and use of templates and reporting formats to manipulate data held on Library Management System

To record library usage statistics.

Data and information might be processed for:
See overview

Foundation Gateway (Subset Outline)

Level : 1 Input, store and provide data and information

Level Indicators:

- a) inputs data and information accurately and completely:
 - using the correct formats
 - consistent with legislation, policies and procedures
- b) uses available automated facilities for checking the data/information and for resolving difficulties in using applications
- c) finds and provides requested data/information using agreed procedures and formats
- d) maintains the integrity of data/information using agreed procedures
- e) stores data/information safely and correctly

Examples of Application : Data and information might be processed for:
See overview

Data and information may be in the following formats:
See overview

Data and information may be:
See overview

Legislation, policies and procedures
See overview

Automated facilities include:

- automatic checkers / quality assurance processes
- help functions within applications
- mathematical routines
- sorting routines
- statistical routines

Data and information may be in the following formats:

See overview

Data and information may be:

See overview

Legislation, policies and procedures

See overview

Actions to keep the data/information system up to date may include:

- making a record of data/information entered into or withdrawn from the system
- recalling data/information which is due for entry/return to the system
- withdrawing data/information from current use when no longer required
- archiving/disposing of withdrawn data/information

Second Gateway (Full Outline)

Level : 2 Maintain knowledge and information resources and help others to access and use them

Level Indicators:

- a) organises knowledge and information resources using agreed methods and frameworks
- b) keeps knowledge and information systems up to date using set procedures
- c) establishes users' requirements and enables users to access the knowledge and information consistent with legislation, policies and procedures
- d) provides requested knowledge and information to users explaining any difficulties in meeting their needs
- e) refers users to other people or sources when they are better able to meet their needs

Examples of Application : To Issue, renew, and reserve books using the computerised library management system.

To record, display and shelve journals.

Use EBSCONET web based service to claim for missing issues of journals and for other queries relating to the journal collection.

To prepare new stock for the shelves, including covering books, spine labelling, and shelf labelling.

To assist with the library stock check and the disposal of redundant stock.

To keep the library tidy by maintaining library books, journals and other media in their correct order.

To provide photocopies and books from stock when requested by other libraries participating in local and national Document Delivery schemes, using protocols and policies.

To use appropriate printed and electronic sources to identify locations for requested material not held locally.

To obtain photocopies and books from other libraries using protocols and policies.

Foundation Gateway (Subset Outline)

Level : 1 Access, appraise and apply knowledge and information

Level Indicators:

- a) correctly identifies the need for additional knowledge and information resources to support her/his work
- b) identifies possible sources of the knowledge and information
- c) determines appropriate knowledge/information resource(s) to meet identified need, seeking appropriate guidance and support if necessary
- d) accesses the resource(s) using appropriate methods and identifies the relevant information
- e) appraises the knowledge and information and identifies whether it is appropriate to be applied in own context
- f) appropriately applies the knowledge/information to their work consistent with legislation, policies and procedures.

Examples of Application : Knowledge and information resources might be accessed, developed and organised for the purposes of:

See overview

Knowledge and information resources may be:

See overview

Knowledge and information might be:

See overview

Sources of knowledge and information might include:

- colleagues
- expert users of services
- internet
- intranet/extranet
- libraries
- literature
- multidisciplinary meetings
- National Electronic Library for Health (NeLH)
- reference books
- resource centres

Legislation, policies and procedures

Methods to include downloading electronic versions of articles from websites

See overview

Organising knowledge/information resources may include:

- cataloguing
- classifying
- sorting and replacing materials in a formally recognised sequence

Knowledge and information resources might be accessed, developed and organised for the purposes of:

See overview

Knowledge and information resources may be:

See overview

Knowledge and information might be:

See overview

Actions to keep the knowledge/information system up to date may include:

- archiving/disposing of withdrawn knowledge/information resources
- making a record of knowledge/information resources entered into or withdrawn from the system
- recalling knowledge/information resources which are due for entry/return to the system
- withdrawing knowledge/information resources from current use when no longer required.

Enables users to access might include:

- finding the requested knowledge/information for users
- assisting users to find knowledge/information themselves
- providing advice on how to access the knowledge/information.

Legislation, policies and procedures

See overview

Second Gateway (Full Outline)

Level : 1 Assist with learning and development activities

Level Indicators:

- a) identifies with the relevant people the activities to be undertaken to support learning and development
- b) undertakes the task effectively and to time consistent with legislation, policies and procedures
- c) reports any difficulties or problems at an appropriate time to a team member.

Examples of Application : prepare the training materials for library run training programmes

Activities might include:

- preparing equipment for specific forms of learning and development
- preparing learning environments
- preparing learning materials and resources
- providing feedback to learners
- supporting learners and team members during learning and development
- preparing and collating evaluation forms

Learning and development

See overview

Legislation, policies and procedures

See overview

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- preparing learning environments
- preparing learning materials and resources
- providing feedback to learners
- supporting learners and team members during learning and development
- preparing and collating evaluation forms

Learning and development

See overview

Legislation, policies and procedures

See overview

Second Gateway (Full Outline)

Level : 1 Assist with the organisation of services and/or projects

Level Indicators:

- a) identifies with the team the activities to be undertaken to support services and projects
- b) undertakes activities effectively and to time consistent with legislation, policies and procedures
- c) reports any difficulties or problems at an appropriate time to a team member
- d) keeps accurate records of activities and makes them available to people at the time that they need them.

Examples of Application : To assist library users with the photocopier.

Order stationery through hospital supply system and monitor usage.

Maintain sufficient supplies of library publications, library guides, and forms

To assist library users with basic computer problems, referring on when necessary

Activities might include:

- arranging catering and other forms of support
- arranging events
- arranging travel
- booking straightforward appointments
- chasing replies
- drafting and finalising documents (including letters)
- filing / storing
- monitoring supplies
- ordering supplies
- organising venues
- preparing papers for distribution
- taking payments in simple circumstances
- taking notes
- welcoming and facilitating events and meetings

Services and projects

Foundation Gateway (Subset Outline)

Level : 1 Assist with the organisation of services and/or projects

Level Indicators:

- a) identifies with the team the activities to be undertaken to support services and projects
- b) undertakes activities effectively and to time consistent with legislation, policies and procedures
- c) reports any difficulties or problems at an appropriate time to a team member
- d) keeps accurate records of activities and makes them available to people at the time that they need them.

Examples of Application : Activities might include:

- arranging catering and other forms of support
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Services and projects

See overview

Legislation, policies and procedures

See overview

See overview

Legislation, policies and procedures

See overview

Document has ended