



**Grade VI, Executive Librarian
National Health Library and Knowledge Service
Strategy & Research
Job Specification & Terms and Conditions**

Job Title, Grade Code	Grade VI Executive Librarian (Grade Code: 0574)
Campaign Reference	NRS10537
Closing Date	Tuesday August 31st 2021 at 12 Noon
Proposed Interview Date (s)	Proposed interview dates will be indicated at a later stage. Please note you may be called forward for interview at short notice.
Taking up Appointment	A start date will be indicated at job offer stage.
Location of Post	National Health Library and Knowledge Service, Strategy & Research There is currently one permanent and part time (0.8 WTE) vacancy available located at University Hospital Waterford. A panel may be formed as a result of this campaign for Grade VI, Executive Librarian, National Health Library and Knowledge Service (all HSE library services/locations), within Strategy and Research from which current and future, permanent and specified purpose vacancies of full or part time duration may be filled.
Informal Enquiries	Name: Aoife Lawton, General Manager, National Health Library and Knowledge Service Email: aoife.lawton@hse.ie Tel: 087 6831498
Details of Service	<p>The National Health Library & Knowledge Service (NHLKS) office co-ordinates a range of library and knowledge services delivered through its 29 libraries and approximately 58 staff located throughout the HSE. The majority of libraries are based in acute hospitals. Strategic plans set the priorities of the national service on an on-going basis. The office liaises closely with a broad range of stakeholders including library staff, service users, and colleagues in primary care, mental health, national ambulance and acute services. These services are delivered through the HSE to all HSE staff including medical, nursing, midwifery, health and social care professionals, scientific professionals, management, students on clinical placements and relevant HSE partners. The service is undergoing significant change with the first strategy published in 2018. NHLKS is one of three units that make up a broader Research and Evidence function in the HSE, the other two units are: Health Intelligence and Research and Development. Full details of the services provided by HSE libraries can be found at http://www.hselibrary.ie</p> <p>The following core services are delivered by the National Health Library and Knowledge Service (NHLKS):</p> <ul style="list-style-type: none"> ▪ Mediated searching, enquiry and reference services ▪ Continued implementation, promotion and expansion of the Evidence Service and related clinical library activities ▪ Instruction in the use of electronic resources, to include the production and distribution of customised online guides, tutorials, helpsheets, etc. ▪ Management of access to online resources for all registered library service users ▪ Document supply from other Irish and international libraries

	<ul style="list-style-type: none"> ▪ Instruction in the use and submission of research to Lenus the Irish Health Repository ▪ Access to computer facilities, to purchased electronic resources and to the Internet ▪ Photocopying, printing and makerspace facilities ▪ Quiet study areas and research facilities ▪ Access to a comprehensive range of up-to-date and regularly reviewed reference books, reports and journals in print and, increasingly, electronic format ▪ Promotion of library services and resources ▪ Is required to work as a member of one or more virtual teams as outlined in the NHLKS strategy <p>The remit of the National Health Library and Knowledge Service is to provide access for all healthcare practitioners to a comprehensive range of evidence-based, up-to-date knowledge resources for the purposes of:</p> <ul style="list-style-type: none"> ▪ research into specific clinical questions, conditions or treatments relevant to the care of individual patients ▪ keeping up to date with developments in a specific area of the health sciences, or the professional literature of a given specialty ▪ continuing professional education <p>Our services are intended to ensure that point-of-care decisions are informed by best international evidence and that staff engaged in education or research have an available knowledge resource, and assistance when they need it.</p> <p>Increased access to the most recent evidence-based knowledge resources improves the quality of patient care and reduces the level of risk to the HSE. The availability of a library service has a positive impact on health outcomes for patients, leads to time savings for healthcare professionals and results in cost savings.</p> <p>The library service is evolving at an exciting pace to meet the demands of staff and to keep abreast with healthcare developments both nationally and internationally. It is expected that the new post holder will continue the work in planning and organising service changes in line with healthcare best practice both nationally and internationally.</p> <p>The library team is made up of a diverse, friendly and dedicated group of people, committed to serving the information needs of HSE staff.</p> <p>Some members of the library team have close links with HSE national programmes and initiatives and regularly participate in information service delivery in these areas</p>
Reporting Relationship	Reporting into the Area Library Manager, in turn to the National Health Service Librarian
Purpose of the Post	The post holder will be responsible for developing, improving and promoting the full range of library services and resources as well as being involved in the day to day management of library staff and services at a specific location. This role will include membership and active contribution towards goals of one or more national library virtual teams.
Principal Duties and Responsibilities	<p>General</p> <ul style="list-style-type: none"> • Work as part of a national team of library and information staff. • Actively contribute to one or more of the virtual teams outlined in the NHLKS strategy and future strategies. • Manage an assigned physical library and provide line management to associated staff. • Register and induct new library users. • Contribute to larger knowledge service projects as required. • Prepare local strategy implementation plans for the future development of the hospital library in conjunction with the assigned Manager and National Health

Service Librarian.

- Report key performance indicators for allocated library service on a quarterly and annual basis.
- Build and maintain strong working relationships with all relevant stakeholders including those from Hospital and Community Health Organisations.
- Develop and maintain relationships with peers in similar institutions and roles.
- Provide excellent customer service at all times by providing a welcoming, supportive and efficient service to all library users. Provide information to satisfy enquiries by phone, email and in person. Specifically assure the provision of evaluated resources to support evidence-based patient care.
- Orientate library users on the range of resources and services available via the National Health Library and Knowledge Service.
- Manage and proactively develop knowledge resources and services through the application of professional competencies in acquisitions, collection development, cataloguing and classification.
- Liaise with the assigned Manager and/or other libraries in matters pertaining to the local hospital library.
- Organise and actively promote library services to hospital and community staff.
- Coordinate current awareness services locally in line with national policy.
- Comply with and participate in the development of library policies and procedures.
- Participate in library promotional activities.
- Manage local operational budget where available.
- Represent the National Health Library and Knowledge Service on internal and external committees as required.
- Engage in continuing professional development
- Foster a culture of quality improvement by continuously evaluating services.
- Maintain user records in compliance with data protection guidelines

Digital Knowledge Service

- Assist local users in registering with the 'OpenAthens' authentication system to provide 24/7 access to electronic resources onsite and at home.
- Perform administrative and troubleshooting activities associated with 'OpenAthens' account expiry, passwords, system navigation, user authentication, for local users
- Promote and support staff to use innovative technologies including but not limited to: videocasting, makerlabs, makerspace equipment.
- Maintain and contribute to the content and design of the NHLKS website where required.
- Provide continual user education in the optimal use of electronic resources.
- Assist library users with navigation of the Internet and relevant software packages.
- Distribute printed helpsheets, tutorials, user guides, etc.
- Administer Internet sign-in to comply with internal ICT security policy.
- Identify trends in information resource provision and recommend further development and innovation.
- Manage and proactively develop healthcare knowledge resources and technology.

Evidence Service

- On completion of requisite training, participate in the delivery of a comprehensive consultation and Research Request Service to include literature and systematic review searching, critical appraisal and evidence summarizing across all disciplines. This includes the production of rapid evidence reviews and evidence summaries in all health and management related disciplines.
- Collect and collates data on the use and impact of evidence supplied in a timely and evidence based way.
- Provides professional library enquiry and reference services using advanced searching, critical appraisal and knowledge summary skills in order to locate and disseminate best evidence.

Knowledge Broker Service:

- Provide a knowledge broker service facilitating healthcare professionals with their knowledge needs including for example knowledge capture and knowledge

mobilisation

- Participate in multidisciplinary teams as required.
- Develop processes for enabling healthcare workers to put evidence into practice.
- Be familiar with health literacy and put in place mechanisms to distill best practice in health literacy programs for relevant HSE staff.

Collection Development:

- Maintains and develops collections in consultation with library users across all relevant specialties and in line with national policy.
- Conducts continual user needs analysis to facilitate collection development.
- Participates in National Acquisitions Working Group and any other relevant groups.

Information Skills Service:

- Contributes to the work of the NHLKS Information Skills team by developing and delivering individualised and group training programmes on specialist resources. Training supports CPD/CME and evidence-based patient care and is accredited. Monitors and reviews same.
- Delivers training virtually and in person as part of and/or aligned to national Information Skills team offering.

Estates

- Manages and maintains the physical library in line with Health and Safety Legislation, and other relevant policies and guidelines.
- Develops a physical library space that is responsive to user needs and is fit for purpose.
- Collects and monitors feedback regularly from stakeholders via a local Library user group or equivalent representative stakeholder forum.
- Be responsible for risk minimisation and management of own work area of work and report on any potential hazards to the relevant line manager.
- Ensures that risk assessments are actively reviewed and updated and a scheduled process is in place for effective monitoring
- Contributes to the National NHLKS Estates team as required.

Staff Management:

- Has responsibility for the day-to-day management of the assigned Library, library staff and services.
- Provides outreach support to library staff.
- Fosters and develops harmonious working relationships between staff.
- Supervises and supports a team of library assistants.
- Conduct regular staff meeting to keep staff informed and to hear views.
- Manage and implement all staff related issues in accordance with HR Policies and Procedures.
- Keep in touch with workloads of staff members to gauge levels of stress and morale in the team.
- Monitors and supports the performance management and development of library staff to ensure that individual contributions are maximised.
- Participation in mandatory training programmes.

Other Responsibilities

- Liaise with colleagues to provide an integrated national service.
- Work as part of a national team to formulate and implement standardised policies and procedures.
- Liaise with the assigned Manager and/or other libraries in matters pertaining to the local library.
- Provide cross cover with colleagues in other Libraries throughout geographic areas as required.
- Interact with a wide range of disciplines and specialties both hospital- and

	<p>community-based.</p> <ul style="list-style-type: none"> • Participate in national project teams or activities as delegated. • Keep up-to-date with the professional literature of clinical and more general librarianship and continually develop professional competencies and knowledge. • Catalogue and classify library collection materials. • Collate and prepare statistical reports and key performance indicators for management. • Provide document supply services from library collections to users and to other library services on inter-library loan • Maintain and develop the national library management system. • Maintain library equipment • Monitor usage and compliance, referring to the assigned Manager as required. • Perform such other duties, whether or not connected with or incidental to the functions of national health library & knowledge services, which the National Health Service Librarian may reasonably require. • Undertake all duties in a confidential, professional and courteous manner when representing the service. <p>Communications</p> <ul style="list-style-type: none"> • Ensure appropriate communication and information systems are in place to address the needs of a wide range of stakeholders • Effectively handle queries directed to the office – assessing, recording and passing on queries, ensuring that such enquiries are dealt with in a timely manner and responses recorded. <p>Team Working</p> <ul style="list-style-type: none"> • Lead and contribute to the development of an effective team environment. • Contribute to a process of continuous process improvement within the Library Service particularly in the area of technology and information management. • Maintain and update files and develop and maintain an appropriate manual and electronic filing and tracking systems on an on-going basis provide cover for other Library staff members as required. • Must be able to work in a busy and dynamic environment. <p>Other</p> <ul style="list-style-type: none"> • Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. • Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. <p>The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.</p>
<p>Eligibility Criteria</p> <p>Qualifications and/ or experience</p>	<p><i>An external recruitment campaign has been approved</i></p> <p>Candidates must have at the latest date of application: -</p> <p>(a) Have a Quality and Qualifications Ireland Level 8 (or higher) major academic award in Library and Information Studies (or equivalent qualification)¹</p>

	<p style="text-align: center;">And</p> <p>(b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.</p> <p>Health A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.</p> <p>Character Each candidate for and any person holding the office must be of good character.</p>
<p>Post Specific Requirements</p>	<ul style="list-style-type: none"> • Experience of working with databases and online information resources. • Experience in the design and delivery of training • Experience of working within a library setting, as relevant to the role
<p>Other requirements specific to the post</p>	<p>Flexible working hours may be required</p>
<p>Skills, competencies and/or knowledge</p>	<p><u>Professional Knowledge & Experience</u></p> <p>Demonstrates:</p> <ul style="list-style-type: none"> ▪ Excellent ICT skills. ▪ Experience in the creation of professional documents and presentations ▪ Knowledge and experience of using information technology effectively ▪ Ability to work in a customer focused environment ▪ Ability to provide reference, literature and systematic review searching assistance in specialised subject areas. ▪ Experience of working with databases and online information resources. ▪ Knowledge and experience of using library management systems ▪ Experience of cataloguing ▪ Experience of devising and delivering services tailored to the needs of library clientele. ▪ Experience of the design and delivery of information training in person and online. ▪ Knowledge and understanding of videoconferencing and webcasting. ▪ Good working knowledge of MS Office programmes: Word; Excel; PowerPoint. <p><u>Communications & Interpersonal Skills</u></p> <p>Demonstrates:</p> <ul style="list-style-type: none"> • Excellent communication and interpersonal skills in order to deal effectively with a wide range of stakeholders • The ability to present information clearly, concisely and confidently when speaking and in writing. • The ability to build and maintain relationships with colleagues and other stakeholders to assist in performing the role <p><u>Planning & Managing Resources</u></p> <p>Demonstrates:</p> <ul style="list-style-type: none"> • Strong planning and organising skills including, structuring and organising own work load and that of others effectively • The ability to use computer technology effectively for the management and delivery of results • The ability to take responsibility and be accountable for the delivery of agreed

¹ This must be a degree or postgraduate qualification in Library and Information studies recognised by the Library Association of Ireland. Details about degrees recognised by the Library Association of Ireland can be found at the following link: <https://www.libraryassociation.ie/careers/>

	<p>objectives</p> <ul style="list-style-type: none"> • A logical and pragmatic approach to workload, delivering the best possible results with the resources available <p><u>Commitment to a Quality Service</u></p> <p>Demonstrates:</p> <ul style="list-style-type: none"> • Evidence of incorporating the needs of the service user into service delivery • Evidence of proactively identifying areas for improvement and the development of practical solutions for their implementation • Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers • Commitment to developing own knowledge and expertise <p><u>Evaluating Information, Problem Solving & Decision Making</u></p> <p>Demonstrates:</p> <ul style="list-style-type: none"> • The ability to gather and analyse information from relevant sources, weighing up a range of critical factors to develop solutions and make decisions as appropriate • Ability to make sound decisions with a well-reasoned rationale and to stand by these • Initiative in the resolution of complex issues • A capacity to develop new proposals and put forward solutions to address problems <p><u>Team Working</u></p> <p>Demonstrates:</p> <ul style="list-style-type: none"> • The ability to lead the team by example, coaching and supporting individuals as required. • The ability to work with the team to facilitate high performance, developing clear and realistic objectives • The ability to address performance issues as they arise • Flexibility and willingness to adapt , positively contributing to the implementation of change
<p>Campaign Specific Selection Process</p> <p>Ranking/Shortlisting / Interview</p>	<p>A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements.</p> <p><u>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</u></p> <p>Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in 'bands' depending on the service needs of the organisation.</p>
<p>Code of Practice</p>	<p>The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE's review process is available in the document posted with each vacancy entitled "Code of Practice, Information for Candidates".</p> <p>Codes of practice are published by the CPSA and are available on https://www.hse.ie/eng/staff/jobs in the document posted with each vacancy entitled "Code of Practice, Information for Candidates" or on https://www.cpsa.ie/.</p>
<p>The reform programme outlined for the Health Services may impact on this role and as structures change the Job</p>	

Specification may be reviewed.

This Job Specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.



**Grade VI, Executive Librarian
National Health Library and Knowledge Service
Strategy and Research
Terms and Conditions of Employment**

Tenure	<p>There is currently one permanent and part time (0.8 WTE) vacancy available.</p> <p>The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.</p> <p>Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013.</p>
Remuneration	<p>The Salary scale for the post is: €48,541, €49,710, €51,126, €53,777, €55,365, €57,337, €59,321 LSIs (Pro-rata – part time) (01/07/2021)</p> <p>New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies.</p>
Working Week	<p>The standard working week applying to the post is to be confirmed at Job Offer stage.</p> <p>HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016).</p>
Annual Leave	<p>The annual leave associated with the post will be confirmed at contracting stage.</p>
Superannuation	<p>This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004</p>
Age	<p>The Public Service Superannuation (Age of Retirement) Act, 2018* set 70 years as the compulsory retirement age for public servants.</p>

	<p>* <i>Public Servants not affected by this legislation:</i> Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.</p> <p>Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70.</p>
Probation	Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71.
Infection Control	Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
Health & Safety	<p>It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> • Developing a SSSS for the department/service², as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. • Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. • Consulting and communicating with staff and safety representatives on OSH matters. • Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. • Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures³. • Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. • Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example. <p>Note: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.</p>

² A template SSSS and guidelines are available on the National Health and Safety Function, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/>

² See link on health and safety web-pages to latest Incident Management Policy