



**HSS Registered**

**Librarian  
Client Services  
Health Salaried Officers Agreement Level P1**

**Position Number 116490**

**Library & Information Service**

**Corporate and Finance / Chief Executive / South Metropolitan Health Service**

**Reporting Relationships**

Head of Department  
HSO Level P4  
SM114710

Team Leader Librarian, Client Services  
HSO Level P3  
SM115123

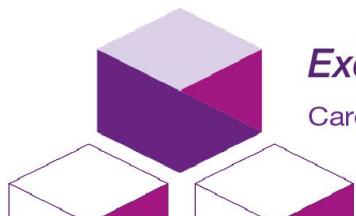
**This Position**

Directly reporting to this position:  
Nil

Also reporting to this supervisor:  
• Senior Librarian, P2, 1 FTE  
• Librarian, P1, 3.5 FTE

**Key Responsibilities**

Provides library and information services to clients to support their clinical practice, research, education, policy and management responsibilities. Practices as a Librarian and ensures practice is in accordance with professional and departmental standards and SMHS policies and guidelines..



***Excellent health care, every time***

Care ■ Integrity ■ Respect ■ Excellence ■ Teamwork

## SMHS Values

The SMHS considers the values, attributes and attitudes of candidates along with the assessment of competency-based criteria of the position as part of employee recruitment and ongoing performance development.

SMHS is unified across its hospitals and services by its values and behaviours that provide a strong expectation of conduct for all SMHS staff no matter where they work.



SMHS is committed to driving opportunities to reduce its environmental footprint and promote environmentally sustainable work practices. As a health care provider, we believe it is our responsibility to reduce our emissions for the health and wellbeing of our community. It is also our responsibility to use resources wisely for the health of the planet.

### SMHS Job Description Form

Workforce Services, South Metropolitan Health Service

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## **Brief Summary of Duties (in order of importance)**

### **1. Client Services**

- 1.1 Provides an inquiry and reference service to clients to support their professional and research activities.
- 1.2 Provides a general literature search service to clients across a variety of databases and information sources. Delivers the results using appropriate software.
- 1.3 Provides orientation and training to clients in use of Library services, resources, databases and associated software, including EndNote. Training may be delivered to individuals or groups in person, online, or via the Library website as recordings or text.
- 1.4 Provides alerts services and selective dissemination of information to clients using databases and other resources.
- 1.5 Maintains subject guides on the Library website.
- 1.6 Promotes Library services, resources and facilities to enhance usage and client trust.
- 1.7 Records activity or other service metrics as required.
- 1.8 Uses the library management system for a broad range of library functions, primarily circulation but other elements as directed.
- 1.9 Troubleshoots problems clients have in using or accessing library resources and where unable to resolve them, escalates appropriately.
- 1.10 Monitors trends and developments as they impact on the role and ensures currency of skills.
- 1.11 Recommends resources for collection development based on observation and client feedback.

### **2. Team and Professional Functions**

- 2.1 Builds and maintains effective, collaborative working relationships with colleagues and with Library management.
- 2.2 Engages in continuing professional development / education and ensures continuous eligibility for membership of the Australian Library and Information Association (ALIA) as per essential criterion 1.
- 2.3 Consults with senior staff to review policies, procedures and work methods/service improvements and outcomes and undertakes other tasks as required.
- 2.4 Participates in departmental and other meetings as required to meet organisational and service objectives.
- 2.5 Assists with supervision and development of students as directed by senior staff.

### **3. SMHS Governance, Safety and Quality Requirements**

- 3.1 Commits to undertake the duties of the role in accordance with the WA Health Code of Conduct, the SMHS Vision and SMHS Values of Care, Integrity, Respect, Excellence and Teamwork.
- 3.2 Participates in the maintenance of a safe work environment.
- 3.3 Participates in an annual performance development review.
- 3.4 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 3.5 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.6 Performs duties in accordance with Government, WA Health, South Metropolitan Health Service and Departmental / Program specific policies and procedures, and applicable legislative obligations under the Public Sector Management Act, the Health Services Act, Work Health and Safety Act, the Disability Services Act and the Equal Opportunity Act.

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**4. Undertakes other duties as directed.**

## Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the role and the SMHS Values.

### Essential Selection Criteria

1. Tertiary qualifications in library studies and eligibility for full professional membership of the Australian Library and Information Association (ALIA).
2. Conceptual understanding and some practical competence in the delivery of information services to clients.
3. Demonstrated ability in applying time management and organisational skills when planning, providing and monitoring library services.
4. Demonstrated effective interpersonal, written and verbal communication skills including the ability to liaise, educate and communicate effectively with library clients, team members and management.
5. Demonstrated ability to consistently provide and model professional and client-focused customer service.
6. Ability to adapt to changing service delivery technologies.

### Desirable Selection Criteria

1. Knowledge of the health care environment, and/or the role and function of health or specialist libraries.
2. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

### Appointment Prerequisites

Appointment is subject to:

- Evidence of eligibility for or current full professional membership of the Australian Library and Information Association must be provided prior to commencement
- Provision of the minimum identity proofing requirements.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

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