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NATIONAL PROFILES FOR INFORMATION SERVICES

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Note: Librarian profiles have moved from AS-IT to AS – IS.

Profile Label
Job Statement:

Library Technician Entry Level
1. Assist desk staff with routine tasks.
2. Provide clerical support to other library staff.
3. Maintain library records

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide & receive routine information, to inform work colleagues, patients, clients Provides information to work colleagues as required & answers routine enquiries from library users, often first line contact with library users at all levels	2
2. Knowledge, Training & Experience	Range of routine work procedures, requiring job training Knowledge of computer & software use, office work or customer service acquired through previous experience and job training.	2
3. Analytical & Judgemental Skills	Judgements involving straightforward facts or situations Makes judgements concerning own work. Deals with routine enquiries and refers non-standard enquiries to supervisor.	1
4. Planning and Organisational Skills	Plan and organise straightforward activities, some ongoing Plans and organises own workload, adjusting as necessary to meet the demands of others activities	2
5. Physical Skills	Physical skills obtained through practice Standard keyboard skills for inputting library records & use of office equipment e.g. photocopier/laminator/binding machines equipment. Manoeuvres trolleys in tight spaces	2
6. Responsibility for Patient/Client Care	Assists patients/clients during incidental contacts/ Provide non-clinical advice, information to patients/clients/relatives Contact with patients is incidental / provides library resources and basic information to patients	1- 2(a)
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment Follows library standard operating procedures (SOP)s & may comment on improvements and changes	1
8. Responsibility for Financial & Physical Resources	Handle cash, valuables; safe use of equipment other than equipment used personally Collects money e.g. for photocopying and inter-library loans; responsible for equipment e.g. photocopier, binding machine, laminator used by others	2 (a) (b)
9. Responsibility for Human Resources	Demonstrates own activities to new or less experienced employees Demonstrates activities in own work area to new employees	1
10. Responsibility for Information Resources	Data entry, text processing, storage of data Inputs user, stock, request details and information on to library computer system.	2 (a)
11. Responsibility for Research & Development	Undertakes surveys or audits, as necessary to own work Collates statistics on library activities & assists in audits	1
12. Freedom to Act	Standard operating procedures, someone available for reference Carries out delegated tasks, supervisor is available for reference	2
13. Physical Effort	Frequent sitting or standing in a restricted position; frequent light effort for several short periods; occasional/frequent moderate effort for several short periods Using computer more or less continuously; standing at issue desk; moving books and periodicals; pushing trolleys; using step ladders, kik-steps/ moving boxes	2 (a) (b) (d) – 3 (c)
14. Mental Effort	Frequent concentration; work pattern predictable Concentration required for data inputting, checking information and when answering enquiries	2 (a)
15. Emotional Effort	Occasional/frequent indirect distressing or emotional circumstances Handles books, periodicals and other materials with graphic images of medical conditions or written case studies recording distressing information e.g. child protection issues	1 (b) - 2 (b)
16. Working Conditions	Occasional unpleasant conditions; use VDU equipment more or less continuously Dusty conditions when accessing archival materials, verbal aggression from external library users; use of computer systems for majority of daily work	2 (a) (e)
JE Score/Band	JE Score 162 – 178	Band 2

Profile Label
Job Statement:

Library Technician

1. Provide technical assistance and training to users and answer a range of enquiries
2. Staff the library issue desk
3. Carry out administrative and clerical duties
4. May maintain library information system

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive routine information requiring tact or persuasive skills; Provide advice, instruction or training to groups Provides an introduction on how to use the service to new users; Provides basic advice and training in equipment and use of Internet, databases & catalogues to groups of users	3(a) (c)
2. Knowledge, Training & Experience	Range of work procedures and practices; base level of theoretical knowledge Basic understanding of relevant legislation eg data protection, knowledge of computer software acquired through ECDL or equivalent; information & library services acquired through City & Guilds/NVQ 3 level or equivalent experience.	3
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis Resolves predictable problems e.g. equipment faults, answers enquiries and judges when an enquiry exceeds own level of competence	2
4. Planning and Organisational Skills	Plan and organise straightforward activities, some ongoing Plans tasks and activities, some of which will require systematic follow-up e.g. an inter library loan not available from the normal source	2
5. Physical Skills	Physical skills obtained through practice Standard keyboard skills for inputting library records & use of office equipment. Manoeuvres trolleys in tight spaces	2
6. Responsibility for Patient/Client Care	Assist patients/clients during incidental contacts /Provide non-clinical advice, information to patients/clients/relatives Contact with patients is incidental / provides library resources and basic information to patients	1- 2
7. Responsibility for Policy/Service Development	Implement policies and propose changes to practice, procedures for own area Develops working practices and policies within own work area	2
8. Responsibility for Financial & Physical Resources	Handle cash, valuables; safe use of equipment other than equipment used personally; maintains stock control Collects money e.g. for photocopying and inter-library loans; responsible for equipment e.g. photocopier, binding machine, laminator used by others; orders general and library stationery	2 (a) (b) (c)
9. Responsibility for Human Resources	Provides practical training Trains library users to access databases and electronic resources	2 (c)
10. Responsibility for Information Resources	Data entry, text processing or storage of data/Responsible for maintaining one or more information systems, significant job responsibility Inputs information in to library computer system/Maintains inter-library loans, periodical, membership systems	2 (a) – 3 (c)
11. Responsibility for Research & Development	Undertakes surveys or audits, as necessary to own work Collates statistics on library activities & assists in audits	1
12. Freedom to Act	Standard operating procedures, someone available for reference Carries out delegated tasks, supervisor is available for reference, refers complex or non-routine enquiries to manager	2
13. Physical Effort	Frequent sitting or standing in a restricted position; frequent light effort for several short periods; occasional/frequent moderate effort for several short periods Using computer more or less continuously; standing at issue desk; moving books and periodicals; pushing trolleys; using step ladders, kik-step/moving boxes.	2 (a) (b) (d) – 3 (c)
14. Mental Effort	Frequent concentration where work pattern predictable/ unpredictable Concentration required for data inputting, checking information and when answering enquiries/frequently required to change task to offer technical assistance to library users e.g. equipment trouble shooting	2 (a) – 3 (a)
15. Emotional Effort	Occasional/frequent indirect distressing or emotional circumstances Handles books, periodicals and other materials with graphic images of medical conditions or written case studies recording distressing information e.g. child protection issues	1 (b) - 2 (b)
16. Working Conditions	Occasional unpleasant conditions; use VDU equipment more or less continuously Dusty conditions when accessing archival materials; verbal aggression from external library users; use of computer systems for majority of daily work	2 (a) (e)
JE Score/Band	JE Score 218 – 246	Band 3

Profile Label

Library Technician Higher Level

Job Statement:

1. Provide technical assistance and training to users and answer a range of enquiries.
2. Manage the enquiry or issue desk.
3. Carry out administrative and clerical operations including petty cash.
4. Allocate work to Library Technicians.

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive routine information requiring tact or persuasive skills; Provide advice, instruction or training to groups Provides an introduction on how to use the service to new users; Provides basic advice and training in equipment and use of Internet, databases & catalogues to groups of users	3(a) (c)
2. Knowledge, Training & Experience	Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge Understanding of relevant legislation eg data protection, knowledge of computer software acquired through ECDL or equivalent; information & library services acquired through City & Guilds/NVQ 3 level or equivalent experience.	4
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis Supports users when IT fails, sometimes under time pressures. Assesses why user searches are unsuccessful and provides a range of search strategies to ensure success	3
4. Planning and Organisational Skills	Plan and organise straightforward activities, some ongoing Plans tasks and activities, some of which will require systematic follow-up e.g. an inter library loan not available from the normal source, plans work allocations which require adjustment	2
5. Physical Skills	Physical skills obtained through practice Standard keyboard skills for inputting library records & use of office equipment. Manoeuvres trolleys in tight spaces	2
6. Responsibility for Patient/Client Care	Assist patients/clients during incidental contacts/ Provide non-clinical advice, information to patients/clients/relatives Contact with patients is incidental / provides library resources and basic information to patients	1-2
7. Responsibility for Policy/Service Development	Implement policies and propose changes to practice, procedures for own area Develops working practices and policies within own work area	2
8. Responsibility for Financial & Physical Resources	Handle cash, valuables; safe use of equipment other than equipment used personally; maintains stock control/Authorised signatory for small cash/financial payments Responsible for money e.g. for photocopying and inter-library loans and petty cash; responsible for equipment e.g. photocopier, binding machine, laminator, IT used by others; orders general and library stationery and resources/authorises invoices for supplies for small amounts	2 (a) (b) (c) (d)
9. Responsibility for Human Resources	Day to day co-ordination of staff; provide practical training Responsible for work allocation; trains library users to access databases and electronic resources, and to conduct basic searches	2 (a) (c)
10. Responsibility for Information Resources	Regular requirement to develop or create reports, documents, drawings; responsible for maintaining one or more information systems, significant job responsibility Maintains spreadsheet of expenditure & produces regular reports; maintains inter library loans, periodical, membership systems, basic cataloguing	3 (b) (c)
11. Responsibility for Research & Development	Undertakes surveys or audits, as necessary to own work Collates statistics on library activities & assists in audits	1
12. Freedom to Act	Clearly defined occupational policies, work is managed, rather than supervised Works within library policies and procedures; operates on own initiative, taking advice from manager if required	3
13. Physical Effort	Frequent sitting or standing in a restricted position; frequent light effort for several short periods; occasional/frequent moderate effort for several short periods Using computer more or less continuously; standing at issue desk; moving books and periodicals; pushing trolleys; using step ladders, kik-steps/ moving boxes.	2 (a) (b) (d) – 3 (c)
14. Mental Effort	Frequent requirement for concentration where work pattern is predictable/Frequent concentration; work pattern unpredictable Concentration required for data inputting, checking information and when answering enquiries/frequently required to change tasks to offer technical assistance to library users e.g. PowerPoint presentations, equipment trouble shooting	2 (a) – 3 (a)
15. Emotional Effort	Occasional/frequent indirect distressing or emotional circumstances Handles books, periodicals and other materials with graphic images of medical conditions or written case studies recording distressing information e.g. child protection issues	1 (b) - 2 (b)
16. Working Conditions	Occasional unpleasant conditions; use VDU equipment more or less continuously Dusty conditions when accessing archival materials; verbal aggression from external library users; use of computer systems for majority of daily work	2 (a) (e)
JE Score/Band	JE Score 274 – 295	Band 4

Profile Label

Librarian

Job Statement:

1. Assist in the delivery of the full range of services within the library and information service.
2. Provide professional assistance and support to the library site/service manager
3. Take specific responsibility for discrete areas of the service e.g. collection management, information skills training, enquiry services, website development, electronic resources, cataloguing and classification of resources, current awareness services

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex information; provide advice, instruction or training to groups Provides technical information to users e.g. how to use a variety of electronic journals; Provides training in use of Internet, databases & catalogues to groups	3 (b) (c)
2. Knowledge, Training & Experience	Expertise within a specialism or discipline, underpinned by theory Understanding of relevant legislation eg data protection plus information & library knowledge acquired through degree or equivalent experience	5
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis Makes judgements about suitability of resources to meet users' needs, resolves issues concerning access to resources, problems with information systems	3
4. Planning and Organisational Skills	Plan and organise complex activities or programmes, requiring formulation, adjustment Organises available resources within the service area to ensure best use. Adjusts operational plans when situations require it, often at short notice.	3
5. Physical Skills	Physical skills obtained through practice Standard keyboard skills for inputting library records/conducting literature searches & use of office equipment e.g. photocopier/laminator/binding machines	2
6. Responsibility for Patient/Client Care	Assist patients/clients during incidental contacts/ Provide non-clinical advice, information to patients/clients/relatives Contact with patients is incidental / provides library resources and basic information to patients	1-2
7. Responsibility for Policy/Service Development	Implements policies and propose changes to practice, procedures for own area/Propose policy or service changes, impact beyond own area Develops working practices and policies within own work area/ makes recommendations on service development that may result in changes to overall service policies and procedures	2-3
8. Responsibility for Financial & Physical Resources	Regularly handles cash and cheques; safe use of equipment other than equipment used personally; maintains stock control /Authorised signatory for cash/financial payments; purchase of some supplies Handles money raised through fines, photocopy charges; responsible for the safe use of equipment used by others e.g. PCs; purchase of stationery/authorises invoices for supplies; selection and purchase of print and electronic resources	2 (a) (b) (c) – 3 (a) (b)
9. Responsibility for Human Resources	Provide training in own discipline/teach, deliver specialist training Teaches library users techniques for effective literature searches using range of different databases and electronic resources. Trains and updates library staff in information skills e.g. new electronic resources/delivers training on specialist library techniques	2 (c)-3 (c)
10. Responsibility for Information Resources	Responsible for operation of more than one information systems for department/service, major job responsibility Responsible for operation of e.g. document supply systems, cataloguing databases	4 (b)
11. Responsibility for Research & Development	Undertakes surveys or audits, as necessary to own work/ Regularly undertakes R&D activity Audits use of service in area of responsibility/Assists manager in one-off audits, surveys to review existing services and need for new services e.g. developing targeted updating services for specific staff groups	1-2 (a)
12. Freedom to Act	Clearly defined occupational policies, work is managed, rather than supervised Works within library policies and procedures; operates on own initiative, taking advice from manager if required	3
13. Physical Effort	Frequent light effort for several short periods; occasional/frequent moderate effort for several short periods Lifting books and journals; carrying laptops and date projectors for training, using step ladders, kik-steps/moving boxes	2 (b) (d) – 3(c)
14. Mental Effort	Frequent requirement for concentration where work pattern is predictable/Frequent concentration; work pattern unpredictable Concentration required for data inputting, checking information and when answering enquiries/frequently required to change tasks to offer technical assistance to library users e.g. PowerPoint presentations, equipment trouble shooting	2 (a) – 3 (a)
15. Emotional Effort	Occasional/Frequent indirect distressing or emotional circumstances Handles books, periodicals and other materials with graphic images of medical conditions or written case studies recording distressing information e.g. child protection issues	1 (b) – 2 (b)
16. Working Conditions	Occasional unpleasant conditions Verbal aggression from external library users, dusty conditions when accessing archival materials	2 (a)
JE Score/Band	JE Score 326 – 381	Band 5

Profile Label**Librarian Team Leader****Job Statement:**

1. May manage branch library within multi site library and knowledge service; may lead the management and development of a library an information service at a single site organisation.
2. Lead a team of library staff
3. Develop proactive library and knowledge services to support the needs and policy objectives of the employing organisation.
4. Market and promote the service, its products and services to existing and potential users

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex information; persuasive, motivational, negotiating, training skills are required Uses influencing and negotiating skills e.g. negotiates funding levels, promotes role of service	4 (a)
2. Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Specialist information & library knowledge & expertise across one or more specialised areas including management acquired through degree or equivalent plus Chartership of Chartered Institute of Library and Information Professionals or equivalent.	6
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options Analyses multiple demands on the service and resources, while balancing needs against available resources	4
4. Planning and Organisational Skills	Plan and organise complex activities or programmes, requiring formulation, adjustment Plans and sets goals short to medium term goals for development of the service, balancing user needs against available resources	3
5. Physical Skills	Physical skills obtained through practice Standard keyboard skills for conducting literature searches & report writing	2
6. Responsibility for Patient/Client Care	Assists patients/clients during incidental contacts Contact with patients is incidental	1
7. Responsibility for Policy/Service Development	Proposes policy or service changes, impact beyond own area Proposes and implements changes to local library services and redesigns processes for improved performance e.g. introduce new scale of charges or adjust library opening hours	3
8. Responsibility for Financial & Physical Resources	Authorised signatory; purchase of some supplies; hold delegated budget/Budget holder for department/service Authorises invoices for supplies; purchases from specialist library suppliers; holds budget for own section or department/ manages budget for department	3 (a) (b) (d) - 4 (a)
9. Responsibility for Human Resources	Day to day management; teach/deliver specialist training/Line manager for single function or department Day to day management of a team of staff; teaches library users techniques for effective literature searches using range of different databases and electronic resources. Trains and updates library staff in information skills e.g. new electronic resources/line manager for library information staff on single site	3 (a) (c) – 4(a)
10. Responsibility for Information Resources	Responsible for the operation of one or more information systems for department/service, major job responsibility Direct responsibility for library management systems including library IT and manual and computerised library systems and information resources	4 (b)
11. Responsibility for Research & Development	Regularly undertake R&D activity Initiates one-off audits/surveys to support service development e.g. training needs analyses, evaluation of existing services, need for developing targeted updating services in specific subject areas or for specific staff groups	2 (a)
12. Freedom to Act	Broad occupational policies Works to achieve agreed objectives within broad professional policies; acts as lead specialist in library information	4
13. Physical Effort	Combination of sitting, standing, walking /Occasional moderate effort for several short periods Light physical effort / carrying laptops and data projectors for training	1 –2(d)
14. Mental Effort	Frequent concentration, work pattern predictable/unpredictable Concentration required for producing answers to complex enquiries, preparing service reports/ Frequent interruptions from staff and users requiring change to activity to assist user with complex enquiry or support a member of library staff.	2 (a) - 3 (a)
15. Emotional Effort	Occasional distressing or emotional circumstances Deals with staff performance and disciplinary issues	2 (a)
16. Working Conditions	Rare/occasional exposure to unpleasant working conditions Office conditions; Verbal aggression from external library users	1-2 (a)
JE Score/Band	JE Score 431 – 466	Band 6

Profile Label
Job Statement

Librarian Specialist

1. Develop and manage a specialist division of a library information service e.g. outreach training programme, support to clinical teams, web/electronic information development, library management system
2. Promote and market the specialist service to existing and potential users
3. Advise and train on specialist area

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex information; provide advice, instruction or training to groups/ Provide and receive complex information; persuasive, motivational, negotiating, training skills are required Deals with non-routine enquiries from users, provides technical information; provides training in use of Internet, databases & catalogues to groups /negotiates funding levels with suppliers, promotes role of service	3 (b) (c) - 4 (a)
2. Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Specialist information & library knowledge & expertise across one or more specialised areas including management acquired through degree or equivalent plus Chartership of Chartered Institute of Library and Information Professionals or equivalent.	6
3. Analytical & Judgemental Skills	Range of facts or situations requiring analysis/ Complex facts or situations requiring analysis, interpretation, comparison of a range of options Analyses suitability and relevance of new products for the service, makes judgements to solve technical problems, interprets existing guidance for local operation/ Analyses multiple demands on the specialist service and resources; critically appraises literature	3-4
4. Planning and Organisational Skills	Plan and organise complex activities or programmes, requiring formulation, adjustment Organises own specialist area of work, implements changes that allow new ways of working. Plans projects which impact on local services, e.g. introduction of a new information system	3
5. Physical Skills	Physical skills obtained through practice Standard keyboard skills for word processing reports	2
6. Responsibility for Patient/Client Care	Assists patients/client during incidental contacts Contact with patients is incidental	1
7. Responsibility for Policy/Service Development	Proposes policy or service changes, impact beyond own area Suggests changes to, implements policies and procedures in own specialist service; proposes changes to local library services in support of specialist service	3
8. Responsibility for Financial & Physical Resources	Safe use of equipment other than equipment used personally; Maintain stock control/Purchase of some supplies; hold delegated budget Responsible for equipment used by others e.g. PCs; orders supplies/ Procures supplies for specialist area from suppliers; holds delegated budget for area of specialism	2(b)(c) - 3(b) (d)
9. Responsibility for Human Resources	Teach/deliver specialist training/Teach, devise training and development programmes, major job responsibility Delivers training to library and organisation's staff on a range of subjects related to own specialist area e.g. critical appraisal, research methods/Major responsibility for identifying training needs, devising training programmes and providing specialist training to users and library staff	3 (c) - 4 (b)
10. Responsibility for Information Resources	Responsible for operation of one or more information systems at department / service level Direct responsibility for library management systems including library IT and manual and computerised library systems and information resources	4 (b)
11. Responsibility for Research & Development	Regularly undertakes R&D activity as requirement of job Designs and conducts complex audits designed to improve specialist professional service	2 (a)
12. Freedom to Act	Guided by principles & broad occupational policies or regulations Works to achieve agreed objectives within broad professional policies; acts without reference to manager, lead specialist	4
13. Physical Effort	Combination of sitting, standing, walking /Occasional moderate effort for several short periods Light physical effort / carrying laptops and data projectors for training,	1 –2(d)
14. Mental Effort	Frequent concentration, work pattern predictable/unpredictable Concentration required for checking information, answering enquiries and when working in specialist area / frequently required to change work tasks to deal with information system problems	2 (a) - 3 (a)
15. Emotional Effort	Frequent indirect exposure to distressing or emotional circumstances Indirect exposure to distressing information, including graphic images, through print and electronic resources.	2 (b)
16. Working Conditions	Rare/occasional exposure to unpleasant working conditions Office conditions/ verbal aggression from external library users	1 – 2 (a)
JE Score/Band	JE Score 396 455	Band 6

Profile Label
Job Statement:

Librarian Service Manager

1. Manage the operational and strategic development of a large or multi-site library or knowledge and information service and resources
2. Provide a service to staff and students and to stakeholders from healthcare and education, to support the delivery of care
3. Promote the service to users
4. Design and maintain collaborative networks to support service delivery

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive complex information; persuasive, motivational, negotiating, training skills are required/Provide and receive highly complex, highly sensitive or highly contentious information; agreement or co-operation required Negotiates funding levels with funders/stakeholders, promotes role of service/ Writes or presents business plans, including multi-stranded business cases	4 (a) – 5 (a)
2. Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Specialist information & library knowledge & expertise across one or more specialised areas including management acquired through degree or equivalent plus Chartership of Chartered Institute of Library and Information Professionals or equivalent.	6
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options Analyses multiple demands on the service and resources, while balancing needs against available resources. Assesses likely impact on local service of national developments	4
4. Planning and Organisational Skills	Plan and organise broad range of complex activities; formulates, adjusts plans or strategies Develops, implements and updates annual and strategic plans for the library service, taking into account organisational and national strategies and developments	4
5. Physical Skills	Physical skills obtained through practice Standard keyboard skills for conducting literature searches & report writing	2
6. Responsibility for Patient/Client Care	Assists patients/clients during incidental contacts Contact with patients is incidental	1
7. Responsibility for Policy/Service Development	Responsible for policy implementation and development for a service Responsible for contributing to and implementation of Trust policies. Proposes and implements changes to library services; devises and develops library service policies	4
8. Responsibility for Financial & Physical Resources	Budget holder for a department/service; budget setting for department/service; procurement of physical assets for department/service Budget holder, develops budget for own department in negotiation with stakeholders; authorizes purchase of goods for department /service	4 (a) (b) (c)
9. Responsibility for Human Resources	Responsible as line manager for a single function or department. Responsible for all library service staff including recruitment, discipline, appraisal and career development	4 (a)
10. Responsibility for Information Resources	Responsible for operation of one or more information system at department / service level Direct responsibility for all library management systems including manual and computerised library systems, collection development and web development	4 (b)
11. Responsibility for Research & Development	Regularly undertake R&D activity Initiates one-off audits/surveys to support service development e.g. training needs analyses, evaluation of existing services	2 (a)
12. Freedom to Act	Broad occupational policies/General policies, need to establish interpretation Works to achieve agreed objectives within broad professional policies, acts as lead specialist/Own interpretation of professional, administrative, technical policies.	4-5
13. Physical Effort	Combination of sitting, standing, walking Light physical effort	1
14. Mental Effort	Frequent concentration, work pattern unpredictable Concentration required when producing reports, strategies/ frequent interruptions from staff and users requires switching activities	3 (a)
15. Emotional Effort	Occasional distressing or emotional circumstances Deals with staff performance issues	2 (a)
16. Working Conditions	Exposure to unpleasant working conditions is rare Office conditions	1
TOTAL	JE Score 484 – 510	Band 7

Profile Label
Job Statement:

Professional Manager Library Services

1. Lead on the strategic development and management of a library or knowledge and information service and resources for a multi-organisation or sector
2. Provide a service to staff and students and to stakeholders from healthcare and education, to support the delivery of care
3. Promote the service to users
4. Design and maintain collaborative networks to support service delivery

Factor	Relevant Job Information	JE Level
1. Communication & Relationship Skills	Provide and receive highly complex, highly sensitive or highly contentious information; agreement or co-operation required Writes/presents business plans, including multi-stranded business cases. Justifies plans and processes to stakeholders where there may be conflicting demands on available resources	5 (a)
2. Knowledge, Training & Experience	Highly developed specialist knowledge, underpinned by theory and experience Specialist knowledge of managing and developing library services acquired through Masters degree or equivalent plus Chartered member/Fellow of Chartered Institute of Library & Information Professionals or equivalent experience.	7
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options/Highly complex facts or situations requiring analysis, interpretation, comparison of a range of options Service related decisions, assesses likely impact on multiple local service of national developments e.g. introduction of National Library for Health/Judgements in relation to service delivery where expert opinion may differ	4-5
4. Planning and Organisational Skills	Plan and organise broad range of complex activities; formulates, adjusts plans or strategies/Formulate long-term, strategic plans, involving uncertainty, may impact across the whole organisation Develops, implements and updates annual and strategic plans for the library service in line with the requirements of stakeholders in multiple organisations. /Planning involves review and adjustment as national policy evolves i.e. national knowledge strategy.	4-5
5. Physical Skills	Standard keyboard skills Word-processes reports.	2
6. Responsibility for Patient/Client Care	Assists patients/clients/relatives during incidental contacts Contact with patients is incidental	1
7. Responsibility for Policy/Service Development	Responsible for policy implementation and development for a service Responsible for contributing to implementation of Trust policies within the library service and devising and developing library service policies.	4
8. Responsibility for Financial & Physical Resources	Budget holder for a department/service; procurement of physical assets for department, service/ several services Accountable for budget, authorises spend against it; responsible for procurement of resources for a department/ several different departments	4(a) (c) - 5(a),(c)
9. Responsibility for Human Resources	Line manager for single function or department /Line manager for several/multiple departments Appoints staff, monitors team performance and development for staff working in department / in several departments	4 (a) – 5(a)
10. Responsibility for Information Resources	Responsible for operation of one or more information system at department/ service level Direct responsibility for all library management systems including library IT and manual and computerised library systems and information resources	4 (b)
11. Responsibility for Research & Development	Regularly undertake R&D activity Initiates one-off audits/surveys to support service development e.g. training needs analyses, evaluation of existing services.	2 (a)
12. Freedom to Act	General policies, need to establishes interpretation Own interpretation of professional, administrative, technical policies	5
13. Physical Effort	Sitting, standing, walking Light physical effort	1
14. Mental Effort	Frequent concentration, work pattern unpredictable Concentration required when producing reports, strategies, frequent interruptions from staff and users require person to switch activities	3 (a)
15. Emotional Effort	Occasional distressing or emotional circumstances Deals with staff performance and disciplinary issues.	2 (a)
16. Working Conditions	Exposure to unpleasant working conditions is rare Office conditions	1
JE Score/Band	JE Score 550 - 612	Band 8a-b