



ROLE DESCRIPTION

Role Title:	Library Officer
Classification Code:	ASO2
LHN/ HN/ SAAS/ DHW:	Department for Health and Wellbeing
Hospital/ Service/ Cluster:	Southern Adelaide Local Health Network (SALHN)
Division:	Clinical System Support and Improvement
Department/Section / Unit/ Ward:	Clinical Collaborative/Chief Medical Officer
Role reports to:	Manager Library Services, SALHN and Mental Health
Role Created/ Reviewed Date:	June 2023
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The SA Health Library Service (SAHLS) provides a high quality, evidence-based library service to support the clinical, educational, research, and public health needs of the SA Health workforce.

The Library Officer plays a crucial role in delivering quality outcomes to the SA Health workforce at various sites. By employing effective, efficient, and adaptable work practices, as well as demonstrating excellent interpersonal communication skills, the Library Officer ensures the delivery of valued, timely, and accurate results. While primarily working as part of the Interlibrary Loan team, the Library Officer also contributes to customer service for library patrons. Additionally, under the guidance of a senior library staff member, the officer may be assigned to oversee a project or achieve a specific library goal.

Daily operational support and direction is provided by the Library Officer's direct line manager; Manager Library Services, SALHN and Mental Health, and the SAHLS Interlibrary Loan (ILL) Coordinator(s).

Direct Reports:

> Reports to the Manager Library Services, SALHN and Mental Health

Key Relationships/ Interactions:

Internal

- > The Library Officer works closely with all SA Health Library Service (SAHLS) staff to achieve the effective operation of the service and will assist library patrons from all divisions, departments, and Local Health Networks across SA Health.
- > The SAHLS Interlibrary Loan (ILL) Coordinator(s) actively supports and provides direction to the SAHLS ILL Team, including the Library Officer.

External

- > External Australian and international libraries; especially in relation to Interlibrary Loan and Document Delivery requests

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Meeting deadlines to support the needs of the library patrons
- > Managing variations in workflow and demands
- > Flexibility in relation to a physical work location and the type of work undertaken
- > Operating as part of a statewide library service, assisting library patrons online across multiple SA Health sites, and occasional rostered shifts at the Royal Adelaide Library to provide ILL cover
- > Developing relationships and assisting in the creation of a supportive library team
- > Facilitating the consistent delivery of services and resources across the entire SAHLS
- > Working in a publicly accessible library space with the confidence and ability to interact with members of the public and patrons of the health facility

Delegations:

- > N/A

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Customer service	<ul style="list-style-type: none">> Assist and support a diverse range of library patrons to access and use resources, services, and facilities.> Provide responsive front-of-house and online library services.> Participate in the delivery of document delivery and interlibrary loan services and the development of appropriate supporting procedures.> Communicate with patrons and library staff to provide updates on the status of interlibrary loan requests.> Respond to interlibrary loan enquiries based on agreed library policies and procedures.> The ability to confidently interact with members of the public and patrons of the health facility (the Glenside Health Service library is in a publicly accessible space).> Exercise professional judgement in responding to urgent, complex queries from SA Health staff.> Participate in day-to-day activities and workflows to support Site Library services; tasks may include but are not limited to participating in the online chat service, registering patrons, assisting with general patron enquiries, collating staff publications, and conducting library orientations.
Maintenance	<ul style="list-style-type: none">> Day-to-day operational activities including physical collection maintenance.> Undertake bibliographic tasks such as adding or amending collection holding records.> Create and maintain patron registration records.
Collaboration	<ul style="list-style-type: none">> Contribute to the development of a positive team culture.> Work collaboratively with all other library staff.

	<ul style="list-style-type: none"> > Participate in SA Health Library Service and Site Library team meetings. > Under the guidance and direction of the SAHLS Interlibrary Loan coordinator(s), actively participate in interlibrary loan meetings and when appropriate collaborate with library staff to evaluate and improve the interlibrary loan service.
Policy and procedure compliance	<ul style="list-style-type: none"> > Adhere to established interlibrary loan and library policies and procedures. > Stay informed about changes to SAHLS guidelines and procedures, and when appropriate recommend improvements.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > N/A

Personal Abilities/Aptitudes/Skills:

- > Excellent communication skills – both written and verbal
- > Excellent organisational and time management skills, with the ability to handle multiple tasks simultaneously
- > Strong attention to detail and accuracy in maintaining records
- > Possess good digital literacy and information technology skills
- > Ability to adapt to changing technologies and evolving library practices
- > Demonstrated ability to work with minimal supervision
- > Demonstrated ability to effectively use a library management system
- > Ability to work with individuals and groups in diverse settings
- > Demonstrated capacity to work closely with all levels of library staff in delivering information services

Experience:

- > Experience in handling patron enquiries and communicate across a variety of platforms and formats
- > Demonstrated experience in collaborating with staff at all seniority levels
- > Demonstrated excellent customer service skills and attitude
- > Experience in working with library management systems

Knowledge:

- > Knowledge of Occupational Health, Safety and Welfare policies and procedures and their applications in the workplace
- > Familiarity with the Office suite of products

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Possession of an ALIA recognised qualification in library studies conferring eligibility for technician membership of the Australian Library and Information Association

Personal Abilities/Aptitudes/Skills:

- > N/A

Experience:

- > Familiarity with interlibrary loan processes, policies and best practice
- > Experience in a health science library

Knowledge:

- > Knowledge of medical terminology
- > Knowledge of core information resources in the health sciences

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit

to the development of Aboriginal cultural competence across all SA Health practice and service delivery.

- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

The staff of the SA Health Library Service provides a library and information service for the whole of the SA Health workforce. Access to information is essential to ensure that the delivery of health care is made in accordance with the best available evidence, supports evidence-based practice and enables the best clinical and health outcomes for the SA population.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees.

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

Name:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	10/07/18	Minor formatting with order of information amended.
V4	11/07/18	26/03/19	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/19	04/06/19	Added categories for immunisation requirements on front page.
V6	05/06/19	25/06/19	Updated changes to the Criminal Relevant History and Screening.
V7	26/09/19	09/06/20	Updated legal entities to include new regional LHN's.
V8	10/06/2020	03/05/2021	Update Risk Management Statement
V9	04/05/21	09/05/2024	Inclusion of integrity statement under Code of Ethics on Page 6
V10	10/05/2024		Minor amendments to duties to align with changes in ILL processing location