

# Para-Professional: Senior Library Assistant/ Senior Library Technician/Library Supervisor

NHS

Health Education England

## Key aspects of role:

- Managing the enquiry desk. This involves first contact with users either face to face, by telephone, or via e-mail and helping to answer their enquiries relating to patient care, research or professional development.
- Supervising the work of other para-professionals allocating work and providing support, expert advice and training as required.
- Researching enquiries using information from medical textbooks, online databases and the internet.
- Ordering books and journals including management of the document delivery and inter library loan processes.
- Supporting users to make effective use of services, facilities and resources this includes helping to access e-learning materials and assisting with induction and training sessions.
- Managing administrative tasks which will include system administration of library systems and support for quality assurance processes.

## Impact of role:

We save staff time and contribute towards improved patient care by making sure staff have access to the information they need.

Several of our nurse specialists are doing distance learning courses and rely upon us to find and supply the books and research articles they need for their courses.

*“Already the evidence I have accessed has improved both mine and colleagues working practice and subsequently patient care”*

Orthopaedic Nurse Specialist – East Sussex Healthcare NHS Trust

[Skills & Knowledge \(PKSB\)](#)

[Generic Person Specification](#)

[Communities of Practice and Key Contacts](#)

[60 seconds with... Bali Moore, Senior Library Technician](#)

[A Day in the Life of a Para-Professional](#)

