



DUBLIN CITY UNIVERSITY

Assistant Librarian -Public Services & Outreach

(Fixed Term Full-time Contract up to 3 Years)

Job Title: Assistant Librarian (Public Services Manager)
Department: Library, (Public Services & Outreach)
Grade: Assistant Librarian I
Reports to: Associate Director, Public Services & Outreach

Key Duties and Responsibilities

The Public Services Manager is responsible for the overall day-to-day management of all front-line library services.

Specific areas of responsibility include:

- The review, development and implementation of service policies and service delivery models in collaboration with the Associate Director, PS&O.
- The management of a team of staff responsible for the delivery of front-line library services.
- Actively monitoring service usage and impact on a regular basis.
- Developing new services which actively engage with users in all the library spaces, including the provision of roving help.
- Actively managing all library public physical spaces to ensure an appropriate and helpful environment for all library users.
- Developing library study spaces to meet changing user needs.
- Contributing to library user surveys and reviews in collaboration with the Associate Director, Public Services & Outreach.
- The management of library funds supporting inter-library loans.
- The overall management and co-ordination of the library's annual new student orientation programme.
- Liaising closely with the library's Systems team on IT matters directly related to library users and services.
- To vary these duties and perform other duties as required by the Director of Library Services

Experience and Skills Required

- Applicants must have a degree and a postgraduate qualification in Library and Information Studies
- Relevant experience in a university or higher education environment is essential
- A deep understanding of customer service in a library context
- Excellent communication skills, both written and verbal
- Excellent interpersonal skills and demonstrable leadership qualities

- Excellent administrative and organisational skills
- Well-developed team and relationship-building skills
- Demonstrated ability to perform to a high standard in a busy environment, including the ability to monitor and adjust priorities
- Experience of managing teams would be an advantage

Salary scale: €37,022 - €51,356

Appointment will be commensurate with qualifications and experience, and will be made on the appropriate point of the Assistant Librarian I salary scale in line with current Government pay policy.

Closing date for applications: 7th March 2017

Application procedure

Application forms are available from the DCU Current Vacancies (open Competitions) website at <http://www.dcu.ie/hr/vacancies/current.shtml> and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: 353 (0) 1 700 5149.

Please clearly state the role that you are applying for in your application and email subject line: **Job Ref #494 Assistant Librarian – Public Services & Outreach**

Applications should be submitted by email to hr.applications@dcu.ie or by Fax: [+353 \(0\)1 7005500](tel:+353(0)17005500), or by post to the Human Resources Department, Dublin City University, Dublin 9.

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