



## **JOB DESCRIPTION**

**Dublin City University Library**  
**Library Assistant Grade 2 (Senior Library Assistant)**  
**Full-Time, Permanent Post x 2**

### **Dublin City University**

Dublin City University (DCU) is a leading innovative European University. It is proud to be one of the world's leading Young Universities and is among the world's top 2% globally. DCU is known as Ireland's University of Impact, with a mission to 'transform lives and societies' and focuses on addressing global challenges in collaboration with key national and international partners and stakeholders.

DCU has over 20,000 students in five faculties spread across three academic campuses in the Glasnevin-Drumcondra area of North Dublin. Thanks to its innovative approach to teaching and learning, the University offers a 'transformative student experience' that helps to develop highly sought-after graduates. DCU is currently No. 1 in Ireland for Graduate Employment Rate, and for graduate income (CSO).

DCU is a research-intensive University and is home to a number of SFI-funded Research Centres. The University participates in a range of European and international research partnerships. DCU is also the leading Irish university in the area of technology transfer as reflected by licensing of intellectual property.

As a 'People First' institution, DCU is committed to Equality, Diversity and Inclusion - a University that helps staff and students to thrive. The University is a leader in terms of its work to increase access to education, and is placed in the world's Top 10 for reducing inequalities in the Times Higher Education Impact Rankings.

### **DCU Library**

DCU Library is based on three campus locations (O'Reilly Glasnevin, Cregan St Patrick's, Woodlock Hall, All Hallows College). The Library employs approximately 75 members of staff, representing approximately 63 FTE. The Library manages over 500,000 printed books with other significant collections

held in offsite storage. There is a strong emphasis on electronic access and DCU is a member of IReL, a nationally funded programme to acquire electronic content on a consortium basis. The Library also provides access to theses and dissertations, newspapers, web resources and other content types. The Library has progressed a number of strategic partnerships. These include an alliance with the Jesuit order, which saw the transfer of the Library from the Milltown Institute into its care. Other partnerships include those with Poetry Ireland and Children's Books Ireland. Additional information on the Library is available at: <https://www.dcu.ie/library>.

#### **Overview of the Directorates**

<b>Planning &amp; Administration</b>	<b>Public Services &amp; Outreach</b>
<p>The Planning &amp; Administration unit has responsibility for financial, HR, reporting and governance functions. It is the main link to the University Finance and HR Units. The Unit supports the work of the Library Management Team with regard to annual planning activities and the availability of management information.</p>	<p>The Public Services and Outreach Directorate (PS&amp;O) is a dynamic front-facing department within the DCU library. It manages over a million visits a year and provides excellent customer service to a diverse user population of staff and students within DCU as well as to library visitors. This is provided both face-to-face at our service desks across three library sites, and online through chat, social media and other channels.</p> <p>The directorate is responsible for outreach activity and it fosters engagement within and beyond the university, and in particular with the local community. The directorate also manages external partnerships, events &amp; exhibitions, and has responsibility for the library website and social media channels.</p> <p>PS&amp;O promotes and manifests the visibility and connectedness of DCU Library as a partner and supporter of local community initiatives and plays a particular role in promoting and developing partnerships with local cultural heritage and literacy bodies. Most recently, DCU Library has signed partnership agreements with Poetry Ireland and Children's Books Ireland.</p>

### Role Profile

Planning & Administration	Public Services & Outreach
The Senior Library Assistant will join the Planning & Administration unit and will work closely with the Assistant Librarian in the unit. The post holder will possess excellent digital skills including knowledge of key office software applications (e.g. Excel, PowerPoint), and the use of or the ability to quickly learn, the Agresso financial payments system and the CorePortal system for managing leave. The postholder will be expected to work across multiple sites.	The Senior Library Assistant will work as a member of the Public Services & Outreach team as the Issue Desk Supervisor and is responsible for the overall day-to-day management of the Issue Desk Services at the O'Reilly Library. The postholder will be expected to work across multiple sites.

### Duties and Responsibilities

The responsibilities of this post may change as services and strategic priorities develop. Responsibilities include but are not limited to the following:

Planning & Administration	Public Services & Outreach
<ul style="list-style-type: none"><li>• Act as Library buyer for all Library purchasing using the Agresso system</li><li>• Assist the Financial Administration (Assistant Librarian: Planning &amp; Administration) in the preparation of financial interim and final reports using Excel and the Agresso system which may also include invoice processing, monthly reporting, procurement administration and other finance and budgetary activities</li><li>• Assist with the HR function within the Library. This will include recruitment, leave management, contract management and liaising with HR</li></ul>	<p>The Issue Desk Supervisor is responsible for the overall day-to-day management of the Issue Desk Services at The O'Reilly Library and will be expected to:</p> <ul style="list-style-type: none"><li>• Work with the Public Services Manager and the Public Services team in developing and delivering public services in the library</li><li>• Design and administer staff rotas for the Issue Desks in the O'Reilly Library, in collaboration with the Issue Desk Supervisor in The Cregan and Woodlock Libraries and the Public Services Manager to ensure optimal service delivery</li></ul>

<ul style="list-style-type: none"> <li>● Assist in the maintaining of all staff leave records including the administration of the Library's flexitime system</li> <li>● Assist with the development and implementation of a Library wide records management system</li> <li>● Assist with the coordination of project events, workshops, training events and assist staff with event preparations</li> <li>● Assist in the coordination of Library returns for University reporting such as Data Protection, FoI etc.</li> <li>● Assist with administrative support and assistance to LLT on all strategic and annual planning activities such as budget submission, workforce planning etc.</li> <li>● Assist with collecting and collating management information for periodic review by LLT</li> <li>● Participation in evening and Saturday rotas as required</li> <li>● Variation of these duties and other duties as required by the University Librarian</li> </ul>	<ul style="list-style-type: none"> <li>● Work closely and collaboratively with the Issue Desk Supervisor in the Cregan and Woodlock Library</li> <li>● Provide training and ongoing assistance for Issue Desk team members in all relevant procedures, policies and specific tasks as required</li> <li>● Chair regular team meetings and maintain effective communication mechanisms to ensure all Issue Desk team members are kept informed and up-to-date with all related desk operations and developments</li> <li>● Assist the Public Services Manager with the development and maintenance of effective policies and procedures for the delivery of a quality public service.</li> <li>● Administer the effective implementation and operation of the Library's membership policies in liaison with the Public Services Manager</li> <li>● Maintain and analyse regular statistics at the issue desk for the purpose of positively informing future policy development</li> <li>● Participation in evening and Saturday rotas as required</li> <li>● Variation of these and other duties as required by the University Librarian</li> </ul>
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### **Qualifications and Experience**

These vacancies are open to existing Library staff who meet the following criteria:

- Leaving Certificate, or equivalent, with Grade D in at least 5 subjects
- Minimum of three years' experience at Library Assistant I grade

Please note that staff must have successfully completed their probationary period.

The successful candidates will:

Planning & Administration	Public Services & Outreach
<ul style="list-style-type: none"><li>• Have the ability to work in a busy environment and adapt to change</li><li>• Have the ability to work alone and as part of a busy team</li><li>• Have excellent administrative, organisational and time management skills</li><li>• Demonstrate flexibility in their approach to workload and the ability to multi-task and work independently</li><li>• Have excellent communication and IT skills e.g. Excel, PowerPoint, PowerPoint</li><li>• Be self-motivated, a strong team player and demonstrate initiative</li><li>• Have excellent attention to detail skills</li><li>• Have excellent communication, written and presentation skills</li></ul>	<ul style="list-style-type: none"><li>• Have excellent customer service experience, commitment and skills</li><li>• Demonstrate the ability to supervise a team of staff</li><li>• Have excellent administrative, organisational and time management skills</li><li>• Demonstrate flexibility in their approach to workload and the ability to multi-task and work independently</li><li>• Have excellent communication and IT skills e.g. WordPress, Excel, PowerPoint</li><li>• Be self-motivated, a strong team player and demonstrate initiative</li></ul>