



JOB DESCRIPTION

Library Assistant I (Issue Desk) Library

Mix of Perm/Temp, Full Time & Part Time positions

Dublin City University

Dublin City University (DCU) is a young, ambitious and vibrant university, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise', DCU is a values-based institution, committed to the delivery of impact for the public good. DCU was named Sunday Times Irish University of the Year 2021.

DCU is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. More than 18,000 students are enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education.

DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on delivering a transformative student experience, and its positive social and economic impact. The university continues to develop innovative programmes in collaboration with industry, such as the DCU Futures suite of degrees, which are designed to equip graduates with the skills and knowledge required in a rapidly evolving economy.

DCU's pursuit of excellence has led to its current ranking among the top 2% of universities globally. It is also one of the world's Top Young Universities (QS Top 100 Under 50, Times Higher Top 150 Under 100). In the Times Higher Education University Impact Rankings 2021, DCU ranked 23rd in the world for its approach to widening participation in higher education and its ongoing commitment to eradicating poverty, while it ranks 38th globally for its work in reducing inequality and 89th globally for gender equality.

The university is ranked 23rd in the world and first in Ireland for its graduate employment rate, according to the 2020 QS Graduate Employability Rankings. Over the past decade, DCU has been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

DCU Library

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>. Information on the Library's

statement of strategy is available at: https://www.dcu.ie/sites/default/files/2020-12/statementofstrategy2020-21_0.pdf.

Overview of the department

The Public Services and Outreach Directorate is a dynamic front-facing department within 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.

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 & exhibitions, and has responsibility for the library website and social media channels

Role Profile

The successful individual will work as a member of the Public Services & Outreach team and will be responsible for support and assistance to all library users in a front-facing role, both online and on site. The successful individual will be expected to work across multiple sites in DCU and will report to the Issue desk Supervisor, under the direction of the Public Services Manager.

Duties and Responsibilities

The duties and responsibilities of the position include, but are not restricted to, the following:

- Assist Library users with general library queries in any DCU library site
- Assist Library users in identifying and locating key resources and information
- Facilitate Library users in the borrowing and management of loans
- Answer queries directly or indirectly in a timely manner, escalating the query where appropriate
- Participate in Library Orientation Programme and other key term time events as required
- Participate in Online service delivery using email, the library website, social media and online chat services
- Participate in evening and weekend rotas as and when required
- Assist with Library events as and when required
- Perform a range of administrative duties where applicable
- Undertake any variation of these and other duties as required by the University Librarian

Qualifications and Experience

Applicants must have a Leaving Certificate with Grade D in at least five subjects, or equivalent. Relevant experience in a medium to large-scale academic library is desirable.

In Addition, the successful candidate will:

- be highly motivated
- demonstrate and maintain a strong customer service ethos
- possess excellent communications skills and strong IT skills
- demonstrate flexibility in their ability to work and collaborate online and in person
- be able to work effectively in a team environment.

Essential Training

Full training on library system software will be provided. The postholder will also be required to

undertake the following mandatory compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required.

Additional Information

A Library Assistant I panel may be formed from this competition. Successful candidates who are placed on this panel may be offered a Library Assistant I role which arises in the future. This panel will expire six months following the date of interview for this competition.