



JOB DESCRIPTION

Assistant Librarian (Outreach & Engagement) Dublin City University Library Full-Time, Permanent

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 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 Directorate

The Public Services and Outreach Directorate (PS&O) 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 in 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 (currently Drupal CMS) and social media channels.

PS&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 Childrens Books Ireland.

Overview of the Role

The successful individual will work as a member of the Public Services & Outreach team and will be expected to work across multiple sites. The outreach and engagement functions are being formalised with the articulation of a new Outreach & Engagement (O&E) Unit. This post is being refreshed in terms of roles and responsibilities and these may change or develop over time. There is ample scope and opportunity for the post holder to demonstrate initiative and lead the Unit forward. Currently the Unit's complement is this Assistant Librarian and a Senior Library Assistant.

Duties & Responsibilities

The responsibilities of this post may change as services and strategic priorities develop. Currently the postholder will be expected to:

- Hold line management responsibility for the O&E unit.
- Manage the outreach and engagement services within DCU Library including but not limited to the drafting and management of policies and associated service delivery models in collaboration with the Associate Director, PS&O.
- Deliver on the outreach & engagement function in line with DCU Library and DCU strategic priorities.
- Lead the development and implementation of a marketing strategy and brand development across all library communication channels (web, print & social media).
- Oversee the development of communication strategies to promote library services to the wider university and beyond.

- Co-ordinate and take responsibility for the ongoing review and refreshment of the DCU Library web presence to ensure timely and accurate access to relevant information and services.
- Internal coordination of Outreach activities across all four DCU library directorates.
- Lead the development of innovative and creative programming and events using all three library spaces.
- Cultivate and develop partnerships with key stakeholders within the library, across the general university community, with the local community as well as national and international organisations.
- Direct and participate in the planning of annual DCU library events eg. Creative Writing Competition & Culture Night.
- Develop and cultivate links with local early years, primary and secondary schools in the local community eg. development of TY programmes and the coordination of work experience; Leaving Cert study spaces; school visits and library workshops.
- Assume responsibility for the collection, collation and analysis of user generated statistics / management information and feedback [eg. LibQual].
- Work in conjunction with Public Services manager to promote public service activities eg. orientation, exam period activities and seat management initiatives.
- Promote the development and use of the Irish language within DCU library.
- Represent DCU Library on relevant external groups and committees.

Qualifications and Experience

The successful candidate will have:

- A degree and a postgraduate qualification in Library and Information Studies or equivalent
- Have at least three years' experience in an academic library or equivalent

Additionally the successful individual must:

- Have excellent customer service experience, commitment and skills
- Have excellent administrative, organisational and time management skills including the ability to plan, organise and coordinate time sensitive events
- Demonstrate the ability to foster open communication and forge relationships
- Demonstrate flexibility in their approach to workload and the ability to multi-task and work independently
- Have excellent presentation, communication and IT skills e.g. WordPress, Excel, PowerPoint
- Be self-motivated, a strong team player and demonstrate initiative

Essential Training

The postholder will 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.