



JOB DESCRIPTION

Senior Library Assistant (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.

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 (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 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.

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 and some out of hours work will be expected. The outreach and engagement functions are being formalised with the articulation of a new O&E Unit. This is a new post 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 contribute to the development of the Unit. Currently the Unit's complement is an Assistant Librarian and this Senior Library Assistant.

Working Relationships

- Reports to the Assistant Librarian (Outreach & Engagement).
- Works closely with the Public Service Manager and with the Library Assistant responsible for H&S and Estates.

Duties & Responsibilities:

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

- Work closely with the AL Outreach & Engagement in progressing and developing relevant policies and procedures.
- Develop and nurture relationships with key stakeholders across the university and beyond.
- Develop creative and innovative events making use of all three library spaces as well as the identification of other spaces across campus.

- Manage such spaces under DCU Library responsibility using online maps, calendars and booking systems.
- Engage with local community as well as national and international organisations.
- Participate in the development and ongoing review of exhibition and event guidelines in line with university policies.
- Participate in the development and ongoing review of online communication procedures eg. promotion of DCU Library using the website and Social Media, facilitating online events & exhibitions and external communications using innovative software and online tools.
- Take a lead role in DCU Library's annual events eg. Creative Writing Competition and Culture Night.
- Function as the key Library contact for DCU events such as Open Day and external filming requests.
- Participate in the DCU Library Orientation Programme and other key term time events as required.
- Provide support for Issue desk managers on an exceptional basis and in particular in the promotion and further integration of DCU Woodlock Hall Library.
- Undertake other duties as may be assigned by the University Librarian.

Qualifications and Experience

The successful individual will have:

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

Additionally the candidate must:

- Have excellent customer service experience, commitment and skills.
- Demonstrate 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 and as part of the wider Library team.
- Have excellent presentation, communication and IT skills e.g. Word, 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.