



JOB DESCRIPTION

Dublin City University Library

Library Assistant Grade 1

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

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>. Information on the Library's statement of strategy is available at https://www.dcu.ie/sites/default/files/inlinefiles/DCU%20Library%20Statement%20of%20Strategy%202020%20-%202023_0.pdf

Overview of the Directorate

The Public Services and Outreach Directorate (PS&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.

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.

Overview of the Role

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 & 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.

The successful individual will be:

- 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