



JOB DESCRIPTION

Issue Desk Supervisor- Cregan Library

Library Assistant Grade 2

Dublin City University Library

Fixed Term Contract 11 months (Full-Time)

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.

Role Profile

The post holder will work as a member of the Public Services & Outreach team as the Issue Desk Supervisor who is responsible for the overall day-to-day management of the Issue Desk Services at Cregan and Woodlock Libraries. The postholder will be expected to work across multiple sites.

Duties & Responsibilities:

The responsibilities of this post may change as services and strategic priorities develop.

The post holder will work across multiple sites.

The Issue Desk Supervisor will be expected to:

- Work with the Public Services Manager and the Public Services team in developing and delivering public services in the library
- Design and administer staff rotas for the Issue Desks in Cregan & Woodlock Libraries, in collaboration with the Issue Desk Supervisor in The O'Reilly Library and the Public Services Manager to ensure optimal service delivery
- Work closely and in partnership with the Issue Desk Supervisor in the O'Reilly Library
- Provide training and ongoing support for Issue Desk team members in all relevant procedures, policies and specific tasks as required
- 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
- Assist the Public Services Manager with the development and maintenance of effective policies and procedures for the delivery of a quality public service.
- Administer the effective implementation and operation of the Library's membership policies in liaison with the Public Services Manager
- Maintain and analyse regular statistics at the issue desk for the purpose of positively informing future policy development
- Participate in evening and Saturday rotas as required

Qualifications and Experience

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

Qualities:

The successful candidate will:

- Have excellent customer service experience
- Demonstrate the ability to supervise a team of staff
- Have excellent administrative, organisational and time management skills
- Demonstrate flexibility in their approach to workload and the ability to multi-task and work independently
- Have excellent 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.