



JOB DESCRIPTION

Library Assistant I

(Issue Desk)

Permanent (Part Time)

Dublin City University Library

Dublin City University (www.DCU.ie) 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 and Transformation', it is committed to the development of talent, and the discovery and translation of knowledge that advances society and the economy. DCU is the Sunday Times Irish University of the Year 2021.

The University is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. It currently has more than 18,000 students 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 creating a transformative student experience, and its positive social and economic impact. This exceptional commitment on the part of its staff and students has led to DCU's ranking among the top 2% of universities globally. It also consistently features in the world's Top 100 Young Universities (currently in QS Top 70 Under 50, Times Higher Top 150 Under 100).

DCU is placed 84th in the world, in the Times Higher Education University Impact Rankings – measuring higher education institutions' contributions towards the UN Sustainable Development Goals. Over the past decade, DCU has also been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

DCU Library

Over the past four years, DCU has grown significantly in terms of physical presence and organisational complexity and the Library played and plays a pivotal role in this through the provision of enhanced information services. DCU Library has developed into a single service based on three campuses with Woodlock Hall and the landmark Cregan and O'Reilly library buildings. DCU Library has over a million visits per annum and provides an extensive portfolio of services and collections for 20,000 students and staff.

Role Profile

The post holder will work as a member of the Issue Desk Services team in the Public Services & Outreach Directorate within DCU libraries. The post holder will be expected to work across multiple sites.

Duties and Responsibilities

The principal duties and responsibilities of the position include but are not limited to the following:

- The delivery of front-line Issue Desk and Reception Desk services to the DCU community
- Participation in Online Service Delivery using email, the library website, social media and online chat services
- Participating in the management of library spaces as per Health and Safety guidelines in relation to Covid-19
- Participation in evening and weekend rotas may be required
- Administrative support duties where applicable
- Variation of these and other duties as required by the University Librarian
- Individual will be required to work across multiple sites

Experience and qualifications

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 a strong customer service ethos
- Possess excellent communication skills
- Demonstrate strong IT skills

Essential Training

The post holder 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.