

Applications are invited from suitably qualified candidates for the following position

**Library Assistant
Library Assistant Grade 1
DCU Library
Permanent Contract**

Dublin City University

Dublin City University (DCU) is a leading innovative European University, proud to be one of the world's leading Young Universities. 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 the heart of the university. It is an active driver of knowledge creation and discovery, learning, scholarly discourse, innovation, and connections. Its mission is to empower DCU's research, teaching and learning ambitions through the development of innovative services, diverse spaces, and the provision of deep, rich, and relevant collections. The Library is based on three campus locations (O'Reilly Glasnevin, Cregan Library St Patrick's, Woodlock Hall, All Hallows campus) and employs approximately 75 members of staff, representing approximately 64 FTE. DCU Library Strategy 2024-2028 - A component plan of the 'DCU Strategy 2023-2028 -Transformation for an Unscripted Future' is available at:

<https://www.dcu.ie/sites/default/files/inline-files/dcu-library-strategy-2023-2028.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 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. 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 a partnership agreement with Childrens Books Ireland.

PS&O is responsible for the management of the annual Leaving Cert study scheme and masterclasses and fosters strong connections with local primary and secondary schools. Recent projects have included the History in Your Hands initiative with 5th year students from local secondary schools.

Role Profile

The successful candidate 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 and 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 and 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
- Participate in Online service delivery using email, the library website, social media and online chat services
- Participate in evening and weekend rotas
- Assist with Library public and university events
- Assist with the management of Library spaces including Information Commons, Mentoring Suite and other learning spaces

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 environment is desirable.

In addition, the successful individual will:

- Be highly motivated and flexible
- Have excellent administrative, IT and organizational skills
- Have the ability to develop and maintain good working relationships with colleagues both within the department and across the University
- Demonstrate a strong customer service orientation and possess excellent communication and interpersonal skills

Essential Training

The postholder will be required to undertake the following essential compliance training: Orientation, Health & Safety, Data Protection (GDPR) and all Cyber Security Awareness Training. Other training may need to be undertaken when required.

Panel

A Library Assistant grade I panel may be formed from this competition. Successful candidates who are placed on this panel may be offered a Library Assistant I role which arises in the future within the library. This panel will expire six months following the date of interview for this competition.

Salary Scale: Library Assistant Grade 1 - €32,657 - €44,970

Appointment will be commensurate with qualifications and experience and in line with current Government pay policy

Closing date: Friday, 18th April 2025

Additional Information

Please note this role does not meet criteria for a Critical Skills permit as stipulated by the department of Enterprise, Trade & Employment.

Remote Working Policy

From the 1st of November 2024, DCU will operate its newly agreed [Remote Working Policy](#). Employees may be approved for up to 2 days of remote working per week (or an appropriate pro rata amount for those part time). Any remote working arrangement will be reflective of the predominant on-campus working environment and the core University value of 'Student Focused'. Employees will be based on campus for the majority of their working week to ensure a sustained on campus engagement and experience. The terms of the remote working policy will apply.

For more information on DCU and benefits, please visit [Why work at DCU?](#)

Informal Enquiries in relation to this role should be directed to:

Ms Orla NicAodha, Associate Director, Public Services & Outreach, DCU Library, Dublin City University.

Email: orla.nicaodha@dcu.ie

Please do not send applications to this email address, instead apply as described below.

Application Procedure:

Please submit your application through the online system. In order to be considered for the role to which you are applying for, you must upload:

- 1) Curriculum Vitae
- 2) Cover Letter
- 3) Completed application form (blank forms can be downloaded from the bottom of the Vacancy).

Please note, if all items are not uploaded, the application will be deemed incomplete, and will not be processed.

Dublin City University is an equal opportunities employer. In line with the Employment Equality Acts 1998 – 2015, the University is committed to equality of treatment for all those who engage with its recruitment, selection and appointment processes. The University's Athena SWAN Silver Award signifies the University's commitment to promoting gender equality and addressing any gender pay gaps. Information on a range of university policies aimed at creating a supportive and flexible work environment are available in the [DCU Policy Starter Packs](#)

