



RCSI DEVELOPING HEALTHCARE LEADERS WHO MAKE A DIFFERENCE WORLDWIDE

Job Title: Library Assistant
Location: RCSI Dublin, 26 York Street, Dublin 2
Reporting to: Assistant Librarian
Term of office: Permanent, Full-time

About RCSI

As a University of Medicine and Health Sciences, the Royal College of Surgeons in Ireland (RCSI) is a degree-awarding health sciences institution specialising in medical and health sciences education, surgical training and research. As a global institution with undergraduate medical programmes in Dublin, Bahrain and Malaysia; Schools of Medicine, Pharmacy and Biomolecular Sciences, Physiotherapy, Postgraduate Studies and Nursing and Midwifery; and Leadership Institutes in Ireland and Dubai, RCSI has a broad international reach and the ability to unlock significant advancement for patient safety and clinical outcomes worldwide.

Objective

To proactively assist library customers access and use library resources, services and facilities to support their learning, teaching and research activities; to positively support the development and delivery of these services and resources.

All Library Assistants are members of the Customer Services team providing a welcoming and knowledgeable frontline service to users online and onsite. Library Assistants are assigned to provide dedicated support in one or more service portfolios.

RCSI Library supports the personal and professional development of all team members. Library assistants participate in regular and on-going training and development relevant to their roles in order to enable them to best support library users.

Specific Responsibilities include:

- Delivering excellent customer service at all times by providing a welcoming, supportive and efficient service to all library users.
- Providing support and assistance to internal and external library customers in person, by phone, by email and online in accessing and using library-provided information resources and services.
- Supporting the delivery of the virtual and in-person information desks and library roaming/roving duties to answer and resolve enquiries and make appropriate referrals to other resources and services, internally and externally, to meet customer needs.
- Maintaining the library environment, including shelving books and tidying of library resources, monitoring the space and ensuring adherence to Library and University policies.
- Providing dedicated support in one or more of the service portfolio areas which currently include: Teaching & Learning; Scholarly Communications & Research; Library Systems; Information Point & Outreach Coordinator; Content & Metadata Management; Clinical Support; and Heritage Collections.
- Providing classroom based and online assistance to the Teaching & Learning Librarian and others by delivering basic introductory training sessions and assisting with hands-on help in other sessions.
- Supporting Assistant Librarian colleagues in preparing content and materials for library training.
- Developing and maintaining electronically delivered library services including, but not limited to, the RCSI institutional repository, the library web site, online catalogue, e-journal portal, LibGuides, Moodle and library communication channels.
- Using the library management systems, such as ALMA, PRESERVICA and CALM, to carry out a range of administrative and processing tasks.



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- Carrying out administrative duties, including but not limited to collecting and producing regular statistics, and documenting procedures and assisting with the collation of data for usage reporting and monitoring.
- Contributing to the planning, development, marketing and promotion of library services.
- Contributing to the promotion of library services at key University events.
- Proactively liaising with University support services to ensure timely reporting and resolution of issues arising requiring University support service action.
- Participating in internal library project teams/activities as necessary.
- Attending team meetings and liaising effectively with colleagues.
- Undertaking appropriate staff development programmes and keeping up to date with new resources, information and new service offerings.
- Complying with statutory legislation and Department rules and requirements in furtherance of your own and general staff welfare and safety.
- Representing the best interests of RCSI and the library at all times.
- A flexible approach to the duties of the post is required and undertaking other duties as may be required.

Person Specification:

The successful candidate will ideally possess and demonstrate:

- A relevant third level qualification and/or relevant experience as a Library Assistant in a similar environment.
- Excellent customer service ethos and demonstrated customer care skills.
- Evidence of a flexible approach to work and a willingness to accept and adapt to change.
- Excellent interpersonal skills and the ability to communicate in an effective manner.
- Ability to multitask, to work calmly under pressure and perform work with accuracy and attention to detail.
- Strong IT skills and software application skills including Microsoft Office; Library Management System, preferably ALMA; social media tools; software to support virtual learning environments; software for the production of e-tutorial and online resources. A working knowledge of search platforms, including searching and interrogating online information environments is highly desirable.
- Demonstrated strong commitment to continuing professional development.
- Capacity to deliver results.
- The ability to work on one's own initiative as well as in a team environment.

The Process:

Shortlisted candidates will be invited for a formal interview via MS Teams.

Particulars of Post

This post is a permanent appointment at the Library Assistant grade (starting salary depends on experience). The appointee reports to an Assistant Librarian.

Informal Enquiries

Informal enquiries are invited in the first instance through to Fiona Houlihan at fionahoulihan@rcsi.ie. Specific enquiries about the nature of the post can be addressed directly to Kathryn Smith, Associate Librarian, Library Services Delivery (kathrynsmith@rcsi.ie).

Please Note:





This job description may be subject to change to reflect the evolving requirements of the Department and RCSI in developing healthcare leaders who make a difference worldwide.

Similar vacancies that arise in the next 6 months may be filled from the pool of applicants that apply for this position.

Employees are required to undertake 6 months service in their current role before applying for other internal opportunities, unless agreed in advance by the SMT representative.

RCSI is proud to be an equal opportunity employer and welcome applications from all suitably qualified persons regardless of their gender, civil status, family status, sexual orientation, religion, age, disability or race.

If you have any particular requirements for your interview, please notify the Human Resources Department at your earliest convenience.

Eligibility to work in Ireland is a requirement of this role. Proof of eligibility documentation will be required at a later date. Under limited and specific circumstances (research/ specialist roles) RCSI may be in a position to seek a hosting agreement and/or work permits