

Job Title:	Library Assistant (Clinical Support Portfolio)
Reporting To:	Clinical Librarian
Location:	RCSI Library, Beaumont Hospital
School (or department):	RCSI Library
Contract type/duration:	Permanent, Full-time
Closing date for applications:	5pm, Wednesday 19 <sup>th</sup> June 2024
Interview date:	Week beginning 15 July 2024

### Royal College of Surgeons Ireland (RCSI):

RCSI is a community of academic, research, clinical and professional staff working collaboratively to lead the world to better health. Here, you will thrive in an innovative and inclusive atmosphere and your personal development and wellbeing will be supported. We invite you to join us to help deliver on our exciting mission “To educate, nurture and discover for the benefit of human health”.

For each of the last six years, RCSI has been positioned in the Top 300 of universities worldwide in the Times Higher World University rankings. We are proud to announce that RCSI has ranked first in the world for “Good Health and Well-being” in the [Times Higher Education #SDG Impact Rankings 2023](#). This reflects our commitment to supporting people of all ages to live healthy lives and our work to promote the concepts of well-being and positive health. Our values of **Respect, Collaboration, Scholarship and Innovation** continue to unite and direct our purpose.

*[Innovating for a Healthier Future 2023-2027](#)* is RCSI’s new five-year strategic plan. Through it, RCSI will enhance human health by meeting the health workforce needs of society, creating the insights and inventions that drive health improvements, and working in partnership with patients and the public in support of better health and well-being for all. The strategy unites the RCSI community in supporting the UN Sustainable Development Goals – with a particular focus on Goal 3, which targets good health and well-being. More details about RCSI can be found at [www.rcsi.ie](http://www.rcsi.ie); in particular, I would point potential applicants towards the 2023 Institutional Review document, which gives a comprehensive overview of RCSI’s governance and breadth of scope – [Access here](#)

We seek candidates whose experience to date has prepared them to contribute to our commitment to the [“Race Equality Action Plan 2021-2024”](#) at RCSI. Our students come from all walks of life and so do we. We hire great people from a wide variety of backgrounds. This makes our university stronger and ensures we hire the best talent.



**Objective of this post:**

To proactively assist library customers to 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.

RCSI Library, Beaumont Hospital provides services to RCSI staff and students based on the Beaumont Hospital campus and a clinical library service to Beaumont Hospital staff.

The Library Assistant (Clinical Support Portfolio) will be a member of the wider RCSI Library Customer Services team providing a welcoming and knowledgeable frontline service to users both online and onsite and hold the Clinical Support specialist portfolio.

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.

The post-holder's primary work location will be RCSI Library, Beaumont Hospital and they may be required to attend meetings and training sessions on the City Centre campus. Flexibility in the primary work location may be necessary to meet future organisational needs.

**Specific Responsibilities include:**

- Delivering excellent customer service at all times by providing a welcoming, supportive and efficient service to all library users.
- Providing classroom based and online assistance to the Clinical Librarian and others by delivering basic introductory training sessions and assisting with hands-on help in other sessions.
- Supporting the Clinical Librarian and other colleagues in preparing content and materials for library training.
- Working with the RCSI Library, Beaumont Hospital team to deliver the clinical query service. Providing guidance to users, conducting basic searches with referral to further materials and as needed escalating to the Clinical Librarian.
- Developing and maintaining electronically delivered library services including, but not limited to, e-resource collection for Beaumont Hospital staff, the library web site, online catalogue, e-journal portal, LibGuides, Moodle and library communication channels.
- Create and edit metadata records in the RCSI Repository, checking and validating entries created by others for publication; checking the copyright status of deposits adding embargos or referring queries where appropriate; contacting researchers to obtain required information and/or documentation.
- Support Content & Metadata Management workflows as required to support collection development such as identifying new materials, submitting recommend a resource forms and wishlist items, processing new materials received, inventory checks and deaccessioning materials.
- Deliver document supply services including responding to queries; checking, processing and transmitting document supply requests; maintaining statistics; support financial processes; maintaining document supply procedures; keeping up to date with supplier platform changes; ensuring compliance with requirements under the Copyright Act and vendor requirements.



- 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.
- Using the library management systems, such as ALMA, PRESERVICA and CALM, to carry out a range of administrative and processing tasks.
- Carrying out administrative duties, including but not limited to registering library users, collecting and producing regular statistics, documenting procedures, updating the staff manual 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:

#### *Mandatory*

- A relevant third level qualification and/or relevant experience as a Library Assistant in a similar environment (health/hospital/clinical/academic library).
- Excellent customer service ethos and demonstrated customer care skills.

#### *Desirable*

- Strong IT and software application skills including Microsoft Office; highly desirable to have experience of specialist systems including:
  - Library Management System, preferably ALMA;
  - research repository, preferably Figshare;
  - social media tools;
  - software to support online learning;



- a working knowledge of search platforms, including searching and interrogating online information environments.
- A working knowledge of document supply services such as British Library and/or Subito is desirable.
- Demonstrated collection management skills such as cataloguing and stock inventory processes are desirable.
- 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.
- 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 successful candidates core values and behaviours should demonstrate:

#### **General Competencies**

Student and customer service

Scholarship and excellence

Collegiality and professionalism

Innovation and flexibility

Planning and organising

*We are all too aware that imposter syndrome and the confidence gap can sometimes stop fantastic candidates putting themselves forward, so please do apply — we would love to hear from you.*

#### **The Process:**

##### **Interview and presentation**

Shortlisted candidates will be invited for a formal competence-based interview and presentation. Interviews will be arranged for soon after the closing date for applications

##### **Particulars of Post**

This post is a full-time permanent position. The appointee will report to the Head of Department or nominee.

##### **Employee Benefits**

RCSI make sure you have the resources you need to thrive by offering a wide range of benefits in areas including time away, finance, community, health, and well-being and insuring your financial future. Below are some additional benefits available to you as an RCSI employee:

- Minimum of 23 days annual leave, plus an additional 6.5 Privilege days
- Flexible/hybrid working options for colleagues across many roles
- Additional leave options incl. paid maternity leave, paternity/parental leave, study leave
- 7% Employer pension contribution
- Onsite gym €10 per/mth incl. classes and PT sessions
- Childcare support 20% discount at Giraffe
- Free eye test and annual flu vaccination



- TaxSaver commuter tickets and Bike to Work schemes
- A site sustainability team focusing on the environmental initiatives; [Green Campus Initiative](#)’
- Competitively priced café and restaurant
- Equality, Diversity & Inclusion forums, and network groups
- Employee assistance programme with Spectrum Life
- Learning and Development training programmes incl. LinkedIn Learning for career progression
- Discounted services incl. GP visits, 10% off dental, staff parking, mobile tariffs, Group Scheme discount on numerous brands
- Sports and social club incl. yoga, Pilates, fitness classes, Zumba, running club, social evenings, Summer BBQ
- Ticket Draws for events including; Rugby, Taste of Dublin, Dublin Horse Show, theatre, music & comedy events

**Informal Enquiries:**

Informal enquiries are invited in the first instance through Rebecca O'Brien [rebeccaobrien@rcsi.ie](mailto:rebeccaobrien@rcsi.ie) All applications for this post must be made through the career's webpage [www.rcsi/careers](http://www.rcsi/careers). Rebecca can arrange for relevant queries on the academic aspects of the role to be addressed by the hiring manager.



For more information about living in Dublin, passports and visas, work permits, finding a home [find more here](#)

*Note: This job description may be subject to change to reflect the evolving requirements of the Department and RCSI. Similar vacancies that arise in the next 6 months may be filled from the pool of applicants that apply for this position. 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. RCSI is committed to embedding equality, diversity and inclusion (EDI) across everything we do. This ensures we can all work and learn in an environment defined by dignity and respect. 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. 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*

