

**Dublin City University
The Library**

Library Assistant II (Information & Public Services)

Job title: Issue Desk Supervisor
Department: Information and Public Services (IPS)
Grade: Library Assistant II
Reports to: Sub-Librarian, IPS via Public Services Manager, IPS

The Library is currently developing a new 3 year strategic plan. During the term of the plan, services will be reviewed and the responsibilities assigned to this post will change and develop.

Main responsibilities:

- To design and administer staff rotas for the Issue and Reception desks in collaboration with the Public Services Manager to ensure optimal service delivery
- To provide training and ongoing support for Issue Desk team members in all relevant procedures, policies and specific tasks as required
- To co-ordinate and administer all related issue desk cash transactions and income and produce related monthly reports for library management
- To chair monthly 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
- To co-ordinate photocopying services in collaboration with the Public Services Manager and administer associated records and reports
- To assist the Public Services Manager with the development and maintenance of effective policies and procedures for the management of all library complaints received from university staff and students and visitors
- To administer the effective implementation and operation of the Library's membership policies in liaison with the Public Services Manager
- To work with the Public Services Manager and the Public Services team in developing and delivering public services in the library
- To participate in daily, evening, and weekend rotas as required
- To vary these duties, and perform other duties as required by the Director of Library Services

Education: Leaving Certificate with Grade D in at least 5 subjects.

Experience: Minimum of 3 years relevant library experience at Library Assistant I grade. Staff supervision experience is highly desirable.

Qualities: The successful candidate will be highly motivated; innovative and flexible; demonstrate a strong customer service orientation and commitment; possess excellent communications skills (written & oral), team leadership skills, excellent IT skills and the ability to work under pressure.

Salary scale: €30,317 – €41,332