

South Dublin County Council

(Comhairle Chontae Átha Cliath Theas)



Library Assistant (Rolling Recruitment)

Aside from the exciting range of opportunities to make a real difference to your community and county, South Dublin County Council is a great place to work and for many people already provides an attractive career and working environment. Working for South Dublin County Council will give you the opportunity to gain experience at the heart of local government and to develop your career in a diverse work environment. We recognise the value of our employees, can offer a diverse range of job and career options, can provide plenty of scope for career progression and can provide structured training and personal development. We also offer flexible working arrangements including blended working arrangements, a positive work environment, training and development opportunities, a defined career path and the opportunity to make a difference.

[Everything you need to know about South Dublin County Council](#)

The role

Library Assistants make a valuable contribution to the provision of South Dublin County Council's Library services. The Library Assistant will work as part of a multidisciplinary team, to meet the wide-ranging information, education, research and cultural needs of the people of South Dublin County Council.

As part of South Dublin County Council's commitment to providing quality Library services to citizens, the Library Assistant will assist in delivering a range of services across its network of branch libraries in Ballyroan, Castletymon, Clondalkin, North Clondalkin, Tallaght, Lucan,

Palmerstown; while mobile libraries cross the County daily to remote urban and rural places. Library Assistants provide a point of contact for customers to carry out their business and access information about the Council's Library services.

They will also be required to operate the Council's existing and future IT systems as part of their work.

Staff are required to work a shift pattern over six days.

The office is wholetime, permanent and pensionable. A panel will be formed to fill permanent and temporary vacancies. Persons employed will be required to work in any location within the South Dublin administrative area.

Salary

€30,811 - €32,543 - €32,972 - €33,836 - €35,101 - €36,367 - €37,634 - €38,553 - €39,596,
€40,803 - €41,661 - €42,860 – €44,065 – €46,334 - €47,945 (LSI 1)

Hours of Work

The successful candidates' normal hours of work will be 35 hours per week. Hours worked will include weekends and late evenings as required by the Library Service.

The Council reserves the right to alter your hours of work from time to time.

Annual Leave

Annual leave entitlement for this position is 27 days.

Qualifications

Character

Candidates will be of good character.

Health

Each candidate must be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Essential Education, training, experience

Each candidate must on the latest date for receipt of completed application forms have a good general level of education.

Desirable Education, training, experience

1. Hold a clean driving licence for category B vehicles;
2. Demonstrate experience of retail or other customer facing roles;
3. Have an understanding of the Council's purpose and knowledge of public service organisation in Ireland;
4. Have an ability to work effectively within a team to achieve a common goal, ensuring standards are adhered to and maintained;
5. Have good interpersonal and communications skills;
6. Have the ability to provide excellent customer services;
7. Understand the changing environment and be capable of adapting to change in order to deliver quality services to our citizens;
8. Demonstrate good administrative experience;
9. Have an ability to work on own initiative, in an independent environment and without constant supervision;

10. Have an awareness of Health and Safety Legislation and Regulations, the implications for the organisation and the employee, and their application in the workplace.

Key competencies / skills

- **Customer Focus**

A Library Assistant is respectful and professional when dealing with customers. He/she understands customer needs and expectations and acts on these appropriately and promptly. A Library Assistant is capable of dealing with difficult customers in an effective manner.

- **Planning and organising**

An effective Library Assistant manages a workload and plans accordingly. He/ she is methodical and follows procedures to deliver on priorities. It is important that a Library Assistant displays awareness of the implications of actions and decisions.

- **Teamwork**

An effective Library Assistant is aware of the importance of working as part of a team in order to meet targets. He / she must actively participate as a team member and be co-operative and helpful to colleagues. A Library Assistant must have the ability to develop and maintain good working relationships with fellow team members and other colleagues within the organisation.

- **Commitment and flexibility**

Library Assistants must be committed to their role within South Dublin County Council. It is essential that he/she is focused on the delivery of a high quality service and is flexible and adaptable in their approach to work. He/she must be interested in their job and willing to learn new skills.

- **Local Government Knowledge and Understanding**

Candidates are requested to give an example of a situation which highlights the behaviour, skills and attitude that underpin effective performance in these areas and which demonstrates their suitability to meet the challenges of this role. Candidates should ensure the example used clearly demonstrates their ability in this area and that the scale and scope of the example given is appropriate to the post and level of the post.

Duties

The duties of the **Library Assistant** will be such clerical / administrative library duties as may be assigned from time to time by South Dublin (County Council) Libraries. They will include deputising, when required, for other employees of the Council and such duties as may be assigned in relation to the area of any other Local Authority.

Duties will include but are not limited to:

1. Frontline staff dealing with the public / customer care (for example responding to queries and providing information);
2. Deal with queries from the public on the collections or various services of South Dublin County Council Libraries;
3. Provide front-line support to the public, maintaining a calm and professional approach in all interactions, including when resolving issues or complaints;
4. Help library users retrieve information and access library and other services;
5. Assisting the public in using the self-service facilities and other IT equipment;
6. Shelving and tidying of library material;
7. Issue and discharge of library material;
8. Process reservations for material;
9. Book processing – covering, labelling, mending and shelving of library material;
10. Assist in the organisation and delivery of events: book clubs; hobby clubs; parent and toddler groups; storytelling and so on;
11. General clerical and administrative duties relevant to the Library Service, for example cash management, attendance returns, Health and Safety checklist, branch statistics, filing, photocopying, scanning, telephone, post;
12. Operating existing and future IT systems - word processing, spreadsheets, database, library systems, e-mail and internet;
13. Any other duties that may be assigned from time to time.

The particular duties and responsibilities attached to the post may vary from time to time, without changing the general character of the duties or level of responsibilities entailed. The post holder may therefore be required to perform duties appropriate to the post, other than those detailed above, and to take instructions from and report to, an appropriate Officer or such designated Officer as may be assigned from time to time by the Council.

These duties are indicative rather than exhaustive and are carried out under general guidance.

CLOSING DATE:

Only applications received electronically through the Council's e-Recruitment system will be accepted

South Dublin County Council is introducing Rolling Recruitment to fill this critical post. The nature of Rolling Recruitment is that there is no closing date. This allows us to capture as many applicants as possible to fill these posts on an on-going basis.

Competitions which are subject to rolling recruitment will close **temporarily at short notice** once a sufficient number of applications have been received. Shortlisted applicants will be brought forward for interview to fill existing vacancies, and the competition will be re-opened to new applications.

It is in your best interest, therefore, to submit your application as soon as possible.

Applicants should hold themselves in readiness for interview any time after the closing date.

Interview results will be available on www.sdcc.ie

South Dublin County Council is an equal opportunities employer.

Canvassing will automatically disqualify.

Why work in Local Government?