



NAME OF POSITION: LIBRARY ASSISTANT – DUBLIN CITY LIBRARIES

POSITION No: 41/2024

CLOSING DATE: MIDNIGHT ON
THURSDAY 6TH JUNE 2024

INFORMATION BOOKLET

DUBLIN CITY COUNCIL INVITES APPLICATIONS, FROM SUITABLY QUALIFIED PERSONS, WHO WISH TO BE CONSIDERED FOR INCLUSION ON A PANEL FROM WHICH VACANCIES FOR LIBRARY ASSISTANT DUBLIN CITY COUNCIL MAY BE FILLED.

Dublin is a major European Union capital city with a vibrant culture and an innovative economy. Dublin City Council is at the heart of shaping the city by providing a diverse, multi-layered and evolving range of services for citizens, businesses, the community and visitors to Dublin. Dublin City Council and its employees provide over 500 services across key functional areas of Housing, Community, Planning, Development, Environmental, Roads and Traffic, Leisure and Culture Services. For further information on Dublin City Council please log onto www.dublincity.ie

BACKGROUND

Dublin City Libraries meets the wide ranging Information, Education, Research and Cultural needs of the citizens of Dublin and the region through its Central Library, its network of 20 Community based Branch Libraries, Community Library Service, Online Services and Specialist Information Points.

An offer of employment will be subject to Garda Vetting prior to any appointment being confirmed.

THE JOB

Library Assistant is a **frontline public service role**. The duties of the Library Assistant shall be consistent with the provision of a modern, dynamic public library service to people of all ages and abilities. Library Assistants will work in a variety of assignments including branch libraries and other service points and administrative positions. Assignments are changed on a regular basis and staff can be sent to any branch or team, in all cases Library Assistants report to a local manager.

Working hours are in line with public library opening hours and include shift and weekend working.

THE IDEAL CANDIDATE SHALL

- Have excellent interpersonal and communications skills
- Have the ability to provide excellent customer services both in-person and online
- Understand the changing environment and be capable of adapting to change in order to deliver the best possible library services to the public
- Have an ability to work on own initiative and without constant supervision
- Have an ability to work effectively as part of a team
- Be highly motivated

- Have excellent IT skills
- Be keen to learn and develop new skills

QUALIFICATIONS

CHARACTER:

Each candidate shall be of good character.

HEALTH:

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

EDUCATION, EXPERIENCE, ETC.:

EACH CANDIDATE MUST HAVE A GOOD GENERAL LEVEL OF EDUCATION

DUTIES

The duties of the post include, but are not limited to, the following: -

- (i) Providing frontline library services to the public
- (ii) Providing mediated access to library resources in-house, online and through outreach activities
- (iii) Supporting senior staff in the delivery of library services to the public
- (iv) Participating in activities and events for the public of all ages and abilities
- (v) Carrying out administrative duties
- (vi) Such other duties as 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 City Council.

The duties of the post are to give to the local authority and to

- (a) The local authorities or bodies for which the Chief Executive is Chief Executive, and
- (b) To any other local authority or body with which an agreement has been made by the local authority or by any of the authorities or bodies referred to in sub-paragraph (a) of this paragraph under the general direction and control of the Chief Executive or of such officers as the Chief Executive may from time to time determine, such appropriate computing, technical, management, administrative, executive, supervisory, advisory and ancillary services as may be required by any local authority or body hereinbefore mentioned in the exercise and performance of any of its powers, functions and duties and to exercise such powers, functions and duties as may be delegated to him or her by the Chief Executive from time to time including the duty of servicing all committees that may be established by any such local authority or body. The holder of the post will, if required, act for an officer of a higher level.

SELECTION PROCESS

Posts of **Library Assistant** will be filled from this publicly advertised competition. Selection shall be by means of a competition conducted by or on behalf of Dublin City Council.

- Candidates should note that the information provided by them in their application form and assessment question will form the basis on which eligibility and short listing is conducted.
- Dublin City Council reserves the right to undertake eligibility and / or shortlist candidates in the manner it deems most appropriate.
- A panel may be formed on the basis of interviews. A candidate whose name is on a panel and who satisfies the Council that he/she possesses the qualifications declared for the post and that they are otherwise suitable for appointment may, within the life of the panel, subject to the appropriate Department of Housing, Planning, Community and Local Government sanction, be appointed as an appropriate vacancy arises.
- The life of the panel shall be for a period of one year from the date of its formation.
- Dublin City Council shall require any person to whom an appointment is offered to take up such appointment within a period of not more than one month and if they fail to take up appointment within such period, or such longer period as the Council in its absolute discretion may determine, the Council shall not appoint them.

INTERVIEW

The interview will be competency based and marks will be awarded under the following competencies;

- **Customer Focus**
- **Delivering Results**
- **Performance Through People**
- **Communicating Effectively**
- **Personal Effectiveness**

Please see page 6 of the Candidate Information Booklet for more details.

SALARY:

The salary scale for the position of **Library Assistant** is;

€29,021, €30,736, €31,160, €32,016, €33,268, €34,522, €35,776, €36,686, €37,719, €38,914, €39,763, €40,950, €42,144, €44,390, (Maximum); €45,985 (1st LSI) (after 3 years satisfactory service on the Maximum).

Entry point to this scale will be determined in accordance with Circulars issued by the Department of Housing, Planning, and Local Government. **In accordance with Departmental Circular letter EL 02/2011, a person who is not a serving local authority employee on or after 1st January 2011, will enter the scale for the position at the minimum point.**

Rate of remuneration may be adjusted from time to time in line with Government Policy.

Under the Public Service Stability Agreement 2013, the working hours for newly appointed/promoted staff are **35 hours per week**.

All applicants must refer to the *Additional Candidate Information Booklet* which can be found at <http://bit.ly/DCCVacancies> for additional relevant information pertaining to the salary scale and the recruitment process.

PARTICULARS OF POSITION

- (a) The post is permanent, whole time and pensionable.
- (b) Dublin City Council reserves the right to, at any time, assign an employee to any Department now or in the future.
- (c) A period of one year's probation applies where a person is permanently appointed to Dublin City Council. This can be extended at the discretion of the Chief Executive.

CITIZENSHIP

Candidates must, by the date of application be;

- a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway, or
- b) A citizen of the United Kingdom (UK), or
- c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons, or
- d) A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa, or
- e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa, or
- f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

Dublin City Council welcomes all nationalities and ethnic backgrounds to join its diverse workforce and we hereby reserve the sole discretion to vary the above requirements from time to time subject to the business needs and staffing requirements

ADDITIONAL RELEVANT INFORMATION FOR APPLICANTS

- The *National Vetting Bureau (Children and Vulnerable Persons) Act 2012 to 2016* came into effect on 29th April 2016. The Act places a statutory obligation on Dublin City Council to ensure that 'any work or activity which is carried out by a person, a necessary and regular part of which consists mainly of a person having access to, or contact with children or vulnerable persons will be the subject of Garda Vetting'.
- Subject to the provisions of the *Freedom of Information Act 2014*, applications will be treated in strict confidence.
- Any attempt by a candidate themselves or by any person(s) acting at the candidate's instigation, directly or indirectly, by means of written communication or otherwise, to canvass or otherwise influence in the candidate's favour, any employee of the City Council or person nominated by the City Council to

interview or examine applicants, will automatically disqualify the candidate for the position being sought.

- It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the selection / interview process e.g. through social media or any other means, may result in a candidate being disqualified from the competition.
- Dublin City Council does not allow the unsanctioned use of any type of recording equipment during interviews or on its premises. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes.
- An applicant who is found to be ineligible at any stage of the competition will not be further considered. Provision of inaccurate, untrue or misleading information will lead to disqualification from the competition, withdrawal of employment offer or dismissal.
- A candidate who does not attend for interview when and where required by the City Council, or who does not, when requested, furnish such evidence as the City Council requires in regard to any matter relevant to their candidature, will have no further claim to consideration.
- The City Council will not be responsible for any expenses candidates may incur in connection with their candidature.
- The onus is on the candidate to keep a regular check on their Email Account as email notifications of updates may sometimes be filtered into your Junk/Spam email folders. Dublin City Council accepts no responsibility for communication not accessed or received by an applicant.

APPLICATION PROCESS

All applications must be made through Dublin City Council's official Digital Recruitment Platform.

Please be advised that applications must not be submitted until all sections of the form including the Assessment Questions are completed as they cannot be amended once submitted on the system.

For any queries please contact hrqueries@dublincity.ie

CLOSING DATE

Applications must be submitted before Midnight on Thursday 6th June 2024.

**SENIOR EXECUTIVE OFFICER
HUMAN RESOURCES DEPARTMENT**

Dated this _____ 2024

INFORMATION SHEET – COMPETENCY FRAMEWORK

A competency framework has been developed for the position of **Library Assistant**.
The key competencies for the role are as follows;

Customer Focus	<ul style="list-style-type: none"> • Takes pride in the quality of service delivered and seeks to improve it. • Relates well to others and maintains positive working relationships. • Represents the organisation positively and professionally when dealing with members of the public and other stakeholders.
Delivering Results	<ul style="list-style-type: none"> • Demonstrate knowledge and understanding of the local authority sector, the library service and its functions; • Plan work and resources effectively; • Implement high quality service and customer care standards • Make decisions in a timely and well-informed manner.
Performance Through People	<ul style="list-style-type: none"> • Develop and maintain good working relationships within teams; • Understand own role and personal contribution to the team; • Work as part of a team to ensure delivery of plans and schedules; • Demonstrate a strong team ethic of co-operation and mutual support.
Communicating Effectively	<ul style="list-style-type: none"> • Have effective written and verbal skills. • Is respectful, courteous and professional and remains composed, even in challenging situations • Actively listens and tries to understand needs and perspectives of others
Personal Effectiveness	<ul style="list-style-type: none"> • Be open to taking on new challenges or responsibilities. • Be positively motivated to deliver a quality service. • Adopt a positive and constructive approach to work. • Brings enthusiasm and commitment to their role.