



OLLSCOIL NA  
GAILLIAMHE  
UNIVERSITY  
OF GALWAY

An Leabharlann  
Library

Part-time  
Shannon College Library  
Student Helper

Academic Year 2024-2025

## **Vacancy: Part-time Library IT Student Helper for Academic Year 2024/25**

The University invites those who are registered upper undergraduate and postgraduate students at University of Galway for this academic year (2024-2025), to apply for a fixed-term part-time temporary position as a Student Helper at Shannon College Library. There are two positions available.

Applicants must be available to work the assigned hours for the full duration of the contract. The successful candidates will be required to work one three-hour evening shift per week. Shifts are 17:00 to 20:00 on one weekday evening.

Please complete the [online application form](#) attaching a Cover Letter, CV, recent references and copy of your timetable as **ONE combined PDF or Word document (not a ZIP file) by 17:00 on Tuesday, 27th August 2024.**

You must apply using your University of Galway email account. Late applications cannot be considered.

**Online interviews will be held on Monday 2<sup>nd</sup> September 2024.**

Students from non-EU countries, please note that you will need to have your right to work authorised by the immigration office before starting to work; you will also need to receive a PPS number from the Revenue before first payment can be issued. More information can be found via the following link, <https://www.citizensinformation.ie/en/social-welfare/irish-social-welfare-system/personal-public-service-number/#134075>

## **Job Description**

### **Part-time Temporary Library IT Student Helpers – Shannon College Library, University of Galway Academic year 2024-2025**

#### **Background to these positions**

Shannon College Library is a branch library of University of Galway Library, and the desk provides first level advice and support on Library and IT Services to students and staff at Shannon College of Hotel Management. Library staff assist with queries on a range of topics such as:

- Book Loans – Issuing and Renewals
- Printing / Copying / Scanning
- Campus, email and Library Account User ID / Password issues
- Support for University of Galway Email (Student & Staff)
- WiFi Access (Eduroam)
- Canvas queries
- Software support
- Finding and using print and online information resources
- Information on Library and IT Services

The Library requires students to work evening shifts to offer a library service to students and staff. The positions offer students the opportunity to gain paid work experience in a service environment.

The successful candidates will join the Shannon College Library team to provide support in the following areas:

- Providing a welcoming and efficient library service to users.
- Reshelving library material, shelf tidying and carrying out other stock management tasks so that library materials are easily accessible to users.
- Supervising the use of the Library and ensuring the Library is a quiet work environment.
- Using the library management system to manage the circulation of library materials.
- Printing / Scanning / Photocopying assistance.
- Acting as the first point of contact for students experiencing IT issues such as connectivity to Eduroam, Campus Account issues, software, VLE (Canvas) & Office 365 issues.
- Designing digital promotional content and contributing to the Library's marketing campaigns.
- Troubleshooting photocopier issues for users and replenishing paper.

- General upkeep of the Library space.
- Close down and locking of the Library at the advertised closing time.
- Other duties as may be assigned to you by the Librarian.

#### Conditions of Appointment and Duties:

Successful candidates will be appointed on a part-time, temporary basis.

#### Salary:

The salary attaching to this post shall be at point one of the Grade 1 salary scale, pro-rata to hours worked. You will be paid by credit transfer monthly in arrears.

#### Contract duration:

Contracts will commence Monday 16<sup>th</sup> September until Thursday, 1<sup>st</sup> May 2025.

#### Hours of work

Contracts are for 3 hours per week, as one shift between Monday to Thursday. This shift will be 17:00 to 20:00.

Student Helpers can negotiate a shift which is semester long that does not compromise their academic commitments.

Student Helpers will be required to be available to work during Study Week and Exam Weeks each semester.

#### Duties:

- Provide a cordial and efficient library service to users.
- Reshelve items and tidy the collections
- Help troubleshoot WiFi connection problems on laptops and mobile devices, including uninstalling, reinstalling, and configuring the Eduroam WiFi package.
- Troubleshoot issues with University of Galway software applications on laptops and mobile devices.
- Provide support to users on printing issues.
- Offer advice and support to students on IT related issues.
- Provide online or in person training on Word, PowerPoint, and Excel to users.
- Provide advice and assistance to student and staff users of IT systems and services and to recognise and alert designated personnel to potential irregular activities representing potential issues.
- Create and maintain digital Library marketing materials
- Carrying out other duties appropriate to the post as may be assigned by the College Librarian.

### Qualifications/Experience/Requirements:

#### Required:

- Candidates must be registered students of University of Galway for the 2024/25 academic term.
- Have experience working in a customer service environment and a demonstrable customer service ethic.
- Candidates must be capable of working independently as well as part of the team.
- Have a good working knowledge of standard PC applications and operating systems.

#### Desired:

- Good familiarity with University of Galway computing facilities and services.
- Enthusiasm for helping people and improving levels of understanding of IT.
- Experience generating content for social media.
- An attention to detail.
- Ability to quickly learn and apply new technical concepts.