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An Leabharlann
Library

Part-time
Shannon College Library
Student Helper

Academic Year 2026-2027



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Vacancy: Part-time Library IT Student Helper for Academic Year 2026/27

The University invites those who are registered upper undergraduate and postgraduate students at University of Galway for the coming academic year (2026-2027), 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 as **ONE combined PDF or Word document (not a ZIP file) by 17:00 on Monday, 17th August 2026.**

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

Online interviews will be held on Thursday 20th August 2026.

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/>

*Incoming postgraduate students who are not fully registered may send their CV by email to gwen.ryan@universityofgalway.ie along with a short letter outlining why they would like the position and what they would bring to the post.

Job Description

Part-time Temporary Library IT Student Helpers – Shannon College Library, University of Galway Academic year 2026-2027

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 during term-time to offer an evening library service to students and staff. The positions offer intrapreneurial students the opportunity to gain paid work experience in a service team 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.

- Planning and executing activities and events to engage students and attract them into the Library in the evenings.
- Troubleshooting photocopier issues for users and replenishing paper in the Trust Building photocopiers.
- 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 21st September until Wednesday 28th April 2027, excluding the Christmas break.

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 friendly 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
- Plan, advertise and execute evening events to attract students, e.g. games evenings, film events or similar.
- Other duties appropriate to the post as may be assigned by the College Librarian.

Qualifications/Experience/Requirements:

Required:

- You must be a registered student at the University of Galway for the 2026/27 academic year.
- You should have experience working with customers and be able to show that you care about providing good service.
- You should be able to take initiative, work on your own when needed, yet also work well as part of a team.
- You should be comfortable using MS applications, Canva and other common computer applications.

Desired:

- You are familiar with University of Galway computing facilities and services.
- You have an enthusiasm for helping people and improving IT understanding.
- You have experience generating content for social media and you know how to engage social audiences.
- You have experience planning and running a successful event.
- You have an attention to detail.
- You are able to learn and apply new technical concepts fairly quickly.