



Comhairle Chontae na Gaillimhe
Galway County Council

CANDIDATE INFORMATION BOOKLET

RECRUITMENT AND SELECTION CAMPAIGN FOR THE POSITION

OF

LIBRARY ASSISTANT

Closing Date for Receipt of completed applications

4 p.m. on Thursday, 24th July, 2025

Important Notes:

- Please submit *your application form inclusive of all other required documentation* to hr@galwaycoco.ie as **ONE SINGLE document** (not individual scanned documents) before the closing date and time.
- Candidates must submit a copy of all declared qualifications and a copy of driving license with their application forms.
- Application forms must be fully completed. CVs will not be considered.

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BACKGROUND:

Galway County Council Library service operates through 29 branch libraries (10 full-time and 19 part-time), a mobile library and a Library HQ building. Full-time branches are in Ballybane, Ballinasloe, An Cheathrú Rua, Clifden, Galway City, Loughrea, Oranmore, Portumna, Tuam and Westside.

Part-time branches are in An Spidéal, Athenry, Ballygar, Dunmore, Eyrecourt, Glenamaddy, Gort, Headford, Killimor, Leenane, Letterfrack, Moylough, Oughterard, Roundstone, Woodford and there is a library on each of the four Islands.

Further information on the library network can be obtained at www.galwaylibrary.ie;

The library service is an integral component in the provision of cultural services by Galway County Council. The service is delivered to the public through day, evening and Saturday opening hours.

THE COMPETITION:

The purpose of this recruitment campaign is to form a panel for the position of Library Assistant from which permanent and/or temporary vacancies may be filled during the lifetime of the panel.

Candidates will be asked to select which panels they wish to apply for from the list below. **Please note that while the panels are being formed for Galway City and each of the Municipal Districts within Galway County, successful candidates may be assigned/reassigned to carry out duties in any Branch Library in Galway City and County.**

When completing your application form you will be requested to pick three panels from the list below that you wish to be considered for.

- Panel A** – **Branch Libraries within Ballinasloe Municipal District**
- Panel B** – **Branch Libraries within Loughrea Municipal District**
- Panel C** – **Branch Libraries within Athenry-Oranmore Municipal District**
- Panel D** – **Branch Libraries within Conamara Municipal District***

Conamara North

**(Please note that fluency in the Irish language is not a requirement for positions based in Branch Libraries located within Conamara North).*

Conamara South

**(Please note that fluency in the Irish language is a requirement for positions based in Branch Libraries located within South Conamara).*

Panel E – **Branch Libraries within Tuam Municipal District**

Panel F – **Branch Libraries within Galway City**

QUALIFICATIONS FOR THE POST

1. CHARACTER

Candidates must be of good character.

2. HEALTH

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

CITIZENSHIP:

Candidates must, by the date of any job offer, 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

3. EDUCATIONAL STANDARD

EDUCATION, TRAINING, EXPERIENCE, ETC.:

Each candidate must have a good general level of education.

DESIRABLE:

It would be desirable if each candidate

- has a proficiency in the use of Information Technology, e.g. Word, Excel, Outlook, Internet.
- has previous relevant experience.

DRIVING LICENCE

It is desirable, though not mandatory, that the successful candidate hold a full unendorsed driving licence for class B vehicles.

THE ROLE:

Galway County Council is seeking a dynamic, creative and motivated individual to fill the role of Library Assistant who will assist in fulfilling the vision of the library service to be open and accessible, a focal point for our communities, delivering quality customer service.

The Library Assistant will be employed in any one of our libraries, or in Library Headquarters reporting to a Senior library staff member.

The ideal candidate will be a highly motivated person, flexible, with drive and commitment to delivering quality public services from any library service point.

The successful candidate(s) may be based in Library HQ, or any Library of the City and County as determined by the Council. The range of responsibilities and the geographical area shall be as determined from time to time by the Council.

DUTIES AND RESPONSIBILITIES:

Library Assistants make a valuable contribution to the provision of the library service centrally and at local branch level by delivering frontline service and by providing support to library management.

The duties of the Library Assistant shall be consistent with the provision of a modern public library service that is responsive to the changing requirements of library users of all ages and abilities.

- Providing frontline library service to the public;
- Providing mediated access to library resources in house and online;
- Providing excellent customer service, e.g. responding to customer queries, including information and requests;
- Supporting senior staff in the delivery of library services to the public;
- Carrying out administrative duties;
- Operating existing and future IT systems and software - word processing, spreadsheets, database, library and self-service systems, e-mail, social media and Internet;
- Assisting the public in using technology in the Library environment, e.g. public internet, self-service facilities and other;
- taking an active role in the organisation, promotion and delivery of library events – e.g. book clubs; storytelling, class visits, community events & exhibitions;
- Branch Relief Work – cover in other locations as required to maintain library branch network opening hours during periods of holiday leave, sick leave, etc.;
- General clerical and administrative duties relevant to the Library Service, e.g. processing and RFID tagging of new library stock, cash management, Health & Safety checklist, branch statistics, etc.;
- Any other duties that may be assigned as part of the overall functioning of the Library Department.

THE IDEAL CANDIDATE SHALL:

- have an understanding of the County Council's purpose and knowledge of public service organisation in Ireland;
- have an ability to work effectively within a team to achieve a common goal, ensuring standards are adhered to and maintained;
- have good interpersonal and communications skills;
- have the ability to provide excellent customer services;
- be motivated to achieve maximum performance by supporting the current Performance Management and Development System (PMDS);
- understand the changing environment and be capable of adapting to change in order to deliver quality services to our citizens;
- demonstrate good administrative experience;
- have an ability to work with information and communication technology (ICT) in the library environment.
- have an ability to work on own initiative, in an independent environment and without constant supervision;

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

COMPETENCIES FOR THE POST:

Key Competencies for the post include the following and candidates will be expected to demonstrate sufficient evidence within their application form and at interview of competence under each of these.

Please take particular note of these when completing the application form as any short-listing or interview processes may be based on the information provided by candidates:

Teamwork	- Shows respect for colleagues and co-workers
	- Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate
	- Offers own ideas and perspectives
	- Understands own role in the team, making every effort to play his/her/their part
Information Management / Processing	- Approaches and delivers all work in a thorough and organised manner
	- Follows procedures and protocols, understanding their value and the rationale behind them
	- Keeps high quality records that are easy for others to understand
	- Draws appropriate conclusions from information
	- Suggests new ways of doing things better and more efficiently
	- Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc
Delivery of Results	- Takes responsibility for work and sees it through to the appropriate next level
	- Completes work in a timely manner
	- Adapts quickly to new ways of doing things
	- Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes
	- Writes with correct grammar and spelling and draws reasonable conclusions from written instructions
	- Identifies and appreciates the urgency and importance of different tasks
	- Demonstrates initiative and flexibility in ensuring work is delivered
	- Is self-reliant and uses judgment on when to ask manager or colleagues for guidance

Customer Service & Communication Skills	- Actively listens to others and tries to understand their perspectives/ requirements/ needs
	- Understands the steps or processes that customers must go through and can clearly explain these
	- Is respectful, courteous and professional, remaining composed, even in challenging circumstances
	- Can be firm when necessary and communicate with confidence and authority
	- Communicates clearly and fluently when speaking and in writing
Specialist Knowledge, Expertise and Self Development	- Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, spreadsheets, Microsoft Office, relevant policies etc.
	- Clearly understands the role, objectives and targets and how they fit into the work of the unit
	- Is committed to self-development and continuously seeks to improve personal performance
Knowledge and understanding of the Role and working Environment	- Demonstrates knowledge & understanding of the structure and functions of local government.
	- Demonstrates knowledge of current local government issues and future trends
	- Demonstrates understanding of the role of Library Assistant in this context

DETAILS AND PARTICULARS

PROBATION

Where a person is permanently appointed to Galway County Council, the following provisions shall apply –

- a) there shall be a period after appointment takes effect, during which such a person shall hold the position on probation;
- b) such period shall be one year, but the Chief Executive may, at his discretion, extend such period;
- c) such a person shall cease to hold the position at the end of the period of probation, unless during this period the Chief Executive has certified that the service is satisfactory;

- d) the period at (a) above may be terminated on giving one week's notice as per the Minimum Notice and Terms of Employment Acts;
- e) there will be assessments during the probationary period.

REMUNERATION:

Starting pay for new entrants will be at the minimum of the scale. The rate of remuneration may be adjusted from time to time in line with Government pay policy:

Point	01/03/2025
1	€30,811
2	€32,543
3	€32,972
4	€33,836
5	€35,101
6	€36,367
7	€37,634
8	€38,553
9	€39,596
10	€40,803
11	€41,661
12	€42,860
13	€44,065
14	€46,334
LSI 1	€47,945

WORKING HOURS

35.10 Hours per week. The successful candidate may be required to work rostered hours from Monday to Saturday each week including late evenings.

ANNUAL LEAVE:

27 Days per Annum

RESIDENCE:

The person holding the office must reside in, or at an address convenient to the Local Authority, as approved by the Chief Executive.

GARDA VETTING:

Garda vetting shall be sought in respect of individuals who come under consideration for appointment.

OUTSIDE EMPLOYMENT

The position is whole-time, and the officer may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties.

SUPERANNUATION CONTRIBUTION

A person who becomes a pensionable employee of a local authority who is liable to pay the Class A rate of PRSI contribution will be required in respect of superannuation to contribute to the local authority at the rate of 1.5% of pensionable remuneration plus 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children).

A person who becomes a pensionable employee of a local authority who is liable to pay the Class D rate of PRSI contribution will be required in respect of his/her superannuation to contribute to the local authority at the rate of 5% of pensionable remuneration.

A person paying Class D rate of PRSI who becomes a pensionable employee of a local authority will be required in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme to contribute to the local authority at the rate of 1.5% of pensionable remuneration in accordance with the terms of the scheme.

A person paying Class A rate of PRSI who becomes a pensionable employee of a local authority will be required in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme to contribute to the local authority at the rate of 1.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children).

Employees are admitted to the Superannuation Scheme in accordance with the terms of the Local Government Superannuation (Consolidation) Act, 1998 and the Superannuation (Miscellaneous Provisions) Act 2004, with effect from date of appointment. This scheme is contributory and provides pension, retirement and death gratuities.

In order for a new entrant to the scheme to qualify for a pension, he/she must have served a minimum of two years employment in a local authority.

For new entrants under the Single Public Service Pension Scheme, effective from 1st January 2013, superannuation contributions are as follows: 3.5% of net pensionable remuneration and 3% of pensionable remuneration. Pension and retirement lump sum will be based on career-average pay; pensions will be co-ordinated with the State Pension Contributory.

COMMUNICATIONS

Galway County Council will contact you, when necessary, at each stage of the competition by post /email/sms. It is strongly recommended that you do not change your email address or mobile phone number in the course of this recruitment competition, as any email/text message will be sent to the email address/telephone number originally supplied on your application form.

It is important to note that the email address you provide when applying must be one that you can access at all times. The onus is on the applicant to inform the Human Resources Department of any change in postal address throughout the recruitment and selection campaign. This can be done by emailing hr@galwaycoco.ie. The onus is also on each applicant to ensure that she/he/their is in receipt of all communication from the Galway County Council. Galway County Council does not accept responsibility for communications not accessed or received by an applicant.

SUBMISSION OF APPLICATION FORM

- Applications may be submitted to hr@galwaycoco.ie or posted to Galway County Council, Human Resources Department, County Hall, Prospect Hill, Galway. Please ensure that applications are posted in sufficient time so as to be received by **the closing date.**
- Failure to submit all of the required documentation with your application will result in your application being invalid and you will not be permitted to proceed any further in the selection process.
- Application forms, once submitted, will be checked to ensure that they meet the required minimum criteria for the position.
- If your application form does not meet the minimum qualifications for the post as set out in this booklet, then your application will be deemed invalid, and you will not be permitted to proceed any further in the selection process.

-THE FINE PRINT-

GENERAL INFORMATION

1. Galway County Council reserves the right to vary the number and sequence of each stage of the selection process as the competition progresses
2. Galway County Council will not be responsible for refunding any expenses incurred by candidates.
3. The admission of a person to the competition, or invitation to partake or attend any element of the selection process, or a successful result letter, is not to be taken as implying that Galway County Council is satisfied that such a person fulfils the requirements.
4. Placement on any panel from this competition is no guarantee that a position will be offered.
5. **The Importance of Confidentiality**
Candidates can expect that all enquiries, applications and all aspects of the proceedings to the extent that they are managed by Galway County Council are treated as strictly confidential subject to the provisions of the Freedom of Information Acts 1997 & 2003.
6. **Deeming of candidature to be withdrawn**
Candidates who do not complete and submit any assessments before the specified date; or do not attend/ undertake any stage of the selection process as requested or do not furnish such

evidence as requested in regard to any matter relevant to their candidature, will have no further claim to consideration.

7. Data Protection

The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive.

When your application is received, Galway County Council creates a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature. Such information held is subject to the rights and obligations set out in the Data Protection Acts.

To make a request to access your personal data please submit your request by email to: dpo@galwaycoco.ie ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

8. Candidates should note that canvassing will disqualify.

IMPORTANT INFORMATION-TERMS AND CONDITIONS

Your attention is drawn to this important information.

By submitting an application, accessing or attempting any assessment / test materials you are agreeing to be bound by the terms set out below:

1. All test and assessment materials are subject to copyright and all rights are reserved. No part of the tests/ assessment materials (including any text, questions and/or potential answer options) or associated materials (including practice and/ or familiarisation materials) may be reproduced or transmitted in any form or by any means including electronic, mechanical, photocopying, printing, photographing, recording, written or otherwise, at any stage. To do so is an offence and may result in you being excluded from the selection process.
2. Canvassing - Candidates should note that canvassing to enhance their candidature or encouraging others to do so will disqualify them and will result in their exclusion from the recruitment campaign.
3. Candidates in the recruitment process must not:
 - Knowingly or recklessly provide false information.
 - Canvass any person, with or without inducements.
 - Interfere with or compromise the process in any way.

4. A third party must not impersonate a candidate at any stage of the process.
If a person found guilty of such an offence was or is a candidate in a recruitment process, then:
- Where s/he has not been appointed to a post, s/he will be disqualified as a candidate.
 - Where s/he has been appointed subsequent to the recruitment process in question, s/he shall forfeit that appointment.
5. The admission of a person to the competition, or invitation to undertake any element of the selection process is not to be taken as implying that Galway County Council is satisfied that such a person fulfils the essential requirements.

CODE OF PRACTICE ON RECRUITMENT AND SELECTION PROCEDURES

GENERAL PRINCIPLES

This Code of Practice sets out the commitment by Galway County Council to comply with standards of best practice and integrity in its recruitment and selection procedures. It also outlines the obligations and responsibilities of persons who apply for employment with the Council, as well as their rights. It is based on the general principles of fairness and consistency in approach to all candidates, through competency-based selection procedures which are conducted in an open and transparent manner.

ADVERTISING

The Council is committed to ensuring that vacancies are communicated openly to afford equality of opportunity. Advertising mechanisms are selected which offer value for money and are appropriate to the vacancy under consideration. In general, vacancies are normally advertised in the national and local newspapers, as well as the Council's website at www.galway.ie and the national website www.localgovernmentjobs.ie

LEGISLATION

The Council has regard to all relevant legislative requirements and considerations in its recruitment and selection processes, including;

- *Official Languages Act* – in accordance with government policy and having regard to our county's cultural identity, the Council conducts optional oral Irish interviews as part of its recruitment process, which awards an additional 3% / 6% of marks attained at main interview, to candidates who demonstrate a reasonable / very good knowledge of the Irish language.

The Council is committed to achieving its obligations under the Official Languages Act on a planned basis.

- *Freedom Of Information* – all information received and processed by the Council is treated in confidence subject to the requirements of the Freedom of Information Act.
- *Data Protection Acts* – the information submitted with your application is used solely in processing your candidature, and such information is held subject to the rights and obligations of the Data Protection Acts. The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive. When your application is received, Galway County Council creates a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 & 2018. The Personnel Department may use external selection board members and these board members may receive, or have access to, candidate application data in order to assist in the determination of suitability for a specific role; selection board members have a duty to keep such information confidential and secure and selection board members are aware of this duty. Our general retention period for applications and interview notes is 2 years and documents are then securely destroyed. To make a request to access your personal data please submit your request by email to: dpo@galwaycoco.ie ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).
- *Equality Acts* – the interview process and Interview Boards have regard to all equality considerations. Employment opportunities are accessible to all potentially qualified applicants, including people with disabilities, for whom all appropriate facilities are provided to ensure that they have the opportunity to perform to their optimum at interview.

WHAT ARE YOUR RESPONSIBILITIES?

- *Full Completion of Application Form* – applications must be made on the official application form and all sections of the form must be fully completed. When completing the form, it is essential that full details (e.g. Employment dates & duties) are given, as you may be shortlisted on the basis of information supplied.
- *Submission Prior to the Closing Date* – the completed application form must be forwarded to reach Galway County Council in hard or electronic copy, not later than the closing time and date for receipt of applications. An application form sent by post should be posted in sufficient time to ensure delivery by the deadline. Allegations of loss or delay will not be considered unless supported by a Certificate of Postage.

- *Attendance at Interview* – candidates who do not attend at interview or tests as required, or who do not, when requested, furnish evidence in relation to their candidature, will have no further claim for consideration in the recruitment process for that vacancy.
- *Integrity and Fairness* – this comprises four main issues:
 - Any attempt by a candidate, or by any person(s) acting on his/her instigation, directly or indirectly by means of written communication or otherwise, to canvass or otherwise influence in the candidate's favour, any member of staff of the County Council or person nominated by the Council to interview or examine applicants, will automatically disqualify the candidate for the position he/she is seeking.
 - Candidates must not knowingly provide false information on their application.
 - No other person may impersonate or represent a candidate at any stage of a selection process.
 - Candidates must not interfere with or compromise the process in any way.
 - Any candidate found to carry out any of the above and who was/is a candidate in the recruitment process, may be disqualified as a candidate or if appointed, may forfeit the appointment.

APPOINTMENT ON MERIT

- *Eligibility* – specific requirements for posts may be set down by the appropriate Minister/Body, such as academic/professional qualifications, minimum amount and type of experience and/or knowledge, and in some cases, other factors such as health/fitness, security clearance considerations, etc. Candidates are advised as soon as possible after the closing date of the decision regarding their eligibility for the post. However, admission to a competition or invitation to interview is not to be taken as implying that the Council is satisfied that the candidate fulfils all requirements or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. Therefore, the onus is on the candidate to ensure that they meet the eligibility requirements before attending for interview, as candidates attend for interview at their own expense.
- *Shortlisting* – where a large number of persons apply for a post, the Council reserve the right to admit to the competition, only candidates who appear to be likely to possess a standard sufficient for appointment. The shortlisting process can take the form of:-

- Shortlisting of candidates on the basis of information contained in their application form;
 - Other written, oral or practical tests appropriate to the position;
 - Preliminary interviews to reduce the number of candidates to a more manageable number for the final Interview Board or
 - Preliminary interviews to determine qualified candidates, after which a selected number of the qualified candidates are called back for final interview.
- *Main Interview* – the Council is committed to a process of selection on merit, based on fair and open competition. The criteria for judging suitability and ranking will be related directly to the qualification, attributes and skills required to undertake the duties and responsibilities to the standard required in the post.
 - *Interview Board* – the Interview Board are selected and convened having regard to their training, experience and expertise in the particular functional area. Gender representation is also taken into consideration when constituting a board, subject to availability. Interview Board Members have regard to their responsibilities under Equality and Freedom of Information legislation in the conducting of interviews.
 - *Panel* – following completion of interviews, a panel may be formed, the duration of which is at the discretion of the Council. While a panel remains in force, offers of temporary or permanent employment may be made subject to confirmation of qualifications and satisfying clauses in relation to health, character or other requirements of the particular post. Persons to whom an offer of employment is made must take up duty within 1 month from the date of offer, or such extended period as the Council may agree, otherwise, the Council may decide not to appoint them.

YOUR RIGHT TO INFORMATION AND TO APPEAL

The Council is committed to offering meaningful feedback to candidates who request it, and to dealing with such requests in a timely and efficient manner. A request for marks awarded at interview and comments made by the Interview Board, may be made in writing to the Freedom of Information Officer, under the Freedom of Information Act.

The Council will consider appeals in relation to eligibility and shortlisting decisions. Such appeals must be made by candidates in writing within 5 working days of notification of the relevant decision. On receipt of appeal, the selection decisions will be re-visited, and the candidate will be informed of the outcome of this review.

Application Form Checklist

- ✓ All application forms must be submitted fully completed and inclusive of all the requested documentation (Educational Qualification Documents and Driving Licence) by **the closing date**. All **incomplete applications** will be returned as **invalid** after the closing date and will not be included in the competition.
- ✓ Please submit *your application form inclusive of all other required documentation to hr@galwaycoco.ie as **ONE SINGLE document** (not individual scanned documents) before the closing date and time.*
- ✓ All information must only be provided on the formal application form. Additional information via Curriculum Vitae **will not** be considered.
- ✓ Ensure that you have answered all questions fully.
- ✓ Copies of Educational qualifications & driving licence (not originals), i.e. Leaving Certificate, degree etc., whichever is applicable in your case, must be submitted with your application. Original certificates will be required prior to any appointment.
- ✓ Applications may be submitted by email to hr@galwaycoco.ie providing all required information is included on the application (i.e. scanned copy of educational qualifications, driving licence etc.)
- ✓ Applications will be short-listed on the basis of the information provided on the application form and therefore you should ensure that you have fully completed your application, and all documentation requested is submitted.
- ✓ Candidates who send their applications by post should allow sufficient time to ensure delivery **not later** than the latest time for acceptance. The responsibility rests with the applicant to ensure the application form, in full, along with all requested documentation is **received** by the Human Resources Department, Galway County Council.
- ✓ Claims that any application form or letter relating to it has been lost or delayed in the post will not be considered unless a Post Office Certificate of posting is produced in support of such claims. The responsibility to make contact with An Post regarding any delays rests with the applicant.
- ✓ Please notify the Human Resources Department of any change of address.
- ✓ Please include your contact telephone numbers and email address with your application form.

The onus rests with the applicant to ensure that his/her application form and all required documentation is received by the Human Resources prior to the competition closing date.