## Student Job Details

<table>
<thead>
<tr>
<th>Team and/or Unit:</th>
<th>Library Service Desk</th>
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</thead>
<tbody>
<tr>
<td>Position Title:</td>
<td>Library Service Desk Student Assistant</td>
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<tr>
<td>Classification Level:</td>
<td>SA3</td>
</tr>
<tr>
<td>Hourly Rate:</td>
<td>$8.75/hr</td>
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<tr>
<td>Available openings:</td>
<td>2-3</td>
</tr>
<tr>
<td>Hours per week:</td>
<td>8-12</td>
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**Specific time periods required, if any:** MUST be available to work during these time periods (either partially or in its entirety): MONDAY 1030a-5p, TUESDAY 10a-noon, 2p-7p, THURSDAY 8a-1p, 230p-6p

### Work Schedule:

- Responsibilities/Duties:
  - Provide exemplary customer service at the main Library Service Desk through the following tasks and responsibilities:
    - checking in/out materials and other basic circulation tasks (e.g. renewals, account lookups, item lookups, hold retrievals, etc.)
    - providing information about library services and policies and directing patrons to appropriate departments/contacts
    - assisting patrons with available research tools and helping them to located desired items in our collection and externally
    - assisting patrons with public computing/technical equipment (printing, copying, scanning, computer logins, etc.)
    - monitoring and stocking office supplies for patrons and desk staff; tidying the service desks
    - monitoring and stocking office supplies for patrons and desk staff; tidying the service desks
    - other assorted tasks and projects as assigned to accomplish the goals of the Library Service Desk Team.

### Requirements:

- Specific skills: Customer service, interpersonal skills, communication skills, multi-tasking, problem-solving
- Required qualifications: Dependability, self-motivation, flexibility, ability to work with appropriate independence, ability to perform tasks accurately and thoroughly, ability to adhere to a strict code of confidentiality

**Important:** MUST BE WILLING TO COMMIT AND ADHERE TO AN ASSIGNED WORK SCHEDULE

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**Interviewer Name:** Richard McNeal

**Contact Number and/or Email:** [lits-studentjobs@emory.edu](mailto:lits-studentjobs@emory.edu)

**Form Submitted by:** Richard McNeal  
**Date:** 9/3/2014