## Student Job Details

<table>
<thead>
<tr>
<th>Team and/or Unit:</th>
<th>Library Service Desk</th>
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<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>
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<tr>
<td>Hourly Rate:</td>
<td>$9.00</td>
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<tr>
<td>Available openings:</td>
<td>4-6</td>
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<td>Hours per week:</td>
<td>8+</td>
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<td>Specific time periods required, if any:</td>
<td>Spring semester weekdays beginning at 8am, but additional shifts available. Preference given to students available over the Summer and returning in the Fall.</td>
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<tr>
<td>Work Schedule:</td>
<td>TBD within operating hours: Sun 11a-10p, Mon-Thu 8a-11p, Fri 8a-8p, Sat 10a-8p</td>
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### Responsibilities/Duties:
Provide exemplary customer service at the Library Service Desk through the following tasks and responsibilities:

- Checking in/out materials and other basic circulation tasks
- Providing information to patrons about library services, technologies, policies, as well as directional assistance and information about the campus
- Assisting patrons with basic reference tools and helping them locate desired resources and navigate the library website, including discoverE
- Support all technologies in the Learning Commons
  - Maintaining a clean and inviting work environment
  - Setting up technology for users in technology equipped rooms
  - Assisting users with technology and resolving Tier 1 issues
  - Monitoring equipment and taking action to address alerts and notify full time staff
  - Provide referrals for services beyond the Learning Commons
- Monitoring and stocking office supplies for patrons and desk staff
- Tracking all patron interactions
- Other tasks assigned to accomplish the goals of the Library Service Desk Team

### Requirements:

- Customer service skills
- Problem-solving skills
- Team player
- Strong work ethic
- Verbal and written communication skills
- Working knowledge of Microsoft Office suite
- Desire to learn new technologies and skills
- Dependability--MUST adhere to assigned work schedule

### Interviewer Name:
Mark Johnson, Evening/Weekend Supervisor

### Contact Number and/or Email:
LITS-studentjobs@emory.edu

### Form Submitted by:
Mark Johnson

Date: 3/30/2017

LHR/Students/Form/Request for Student Assistant 01/2013