**Student Job Details**

<table>
<thead>
<tr>
<th>Team and/or Unit:</th>
<th>Library Service Desk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Title:</td>
<td>Library Service Desk Student Assistant</td>
</tr>
<tr>
<td>Classification Level:</td>
<td>SA3</td>
</tr>
<tr>
<td>Hourly Rate:</td>
<td>$9.00</td>
</tr>
<tr>
<td>Available openings:</td>
<td>3-4</td>
</tr>
<tr>
<td>Hours per week:</td>
<td>8+</td>
</tr>
</tbody>
</table>

Specific time periods required, if any: Spring semester weekday mornings beginning at 8am, but additional shifts available

**Work Schedule:** Mornings (M-F) 8:00AM-12:00PM

**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

<table>
<thead>
<tr>
<th>Interviewer Name:</th>
<th>Lyndon Batiste</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Number and/or Email:</td>
<td><a href="mailto:LITS-studentjobs@emory.edu">LITS-studentjobs@emory.edu</a></td>
</tr>
</tbody>
</table>

Form Submitted by: Lyndon Batiste  
Date: 12/13/2017