LIBRARY & IT
Request for New Student Assistant

**Student Job Details**

<table>
<thead>
<tr>
<th>Team and/or Unit:</th>
<th>ILL/Reserves Team</th>
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</thead>
<tbody>
<tr>
<td>Position Title:</td>
<td>Reserves 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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<td>Available openings:</td>
<td>1-2</td>
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<td>Hours per week:</td>
<td>10-15</td>
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<td>Specific time periods required, if any:</td>
<td>Monday through Friday, 9am to 5pm</td>
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**Work Schedule:**

3 hour minimum per shift.

**Responsibilities/Duties:**

This position assists in the delivery of electronic and physical reserve services for the Woodruff Library during regular business hours (Mon-Fri-9am to 5pm) in the Music & Media Library. In the absence of staff, the position will also assist faculty with requests/problems/instruction at the Music & Media Circulation Desk, via email, and by telephone. Basic responsibilities include:

- Processing incoming physical and electronic reserve requests
- Retrieving library books and or articles needed for Course Reserves
- Operating copier, scanner, and/or fax machine
- Communicating with Course Reserves team about daily status of work
- Providing customer service at the desk, via email, and by telephone
- Resolving Course Reserves related customer service problems at Circulation Desk

**Requirements:**

- Experience with scanning hardware and software
- Demonstrated ability to manage multiple work assignments
- Attention to detail and time management skills
- Ability to follow verbal and written instructions
- Ability to work independently and efficiently
- Ability to communicate and work effectively with all library users and staff
- Responsible, personable, and dependable

The Reserves Student Assistant will be asked to participate in as-needed projects throughout the semester, in both Reserves and ILL departments. Customer service oriented, multimedia & computer skills set a plus.

**Interviewer Name:** Colin Bragg

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

**Form Submitted by:** Colin Bragg

Date: 4/20/2018