

# Emory University Libraries

Request for New Student Assistant



<b>Student Job Details</b>					
Team and/or Unit:	Library Service Desk				
Position Title:	Library Service Desks Student Assistant				
Classification Level:	SA3	Hourly Rate:	\$9.00	Available openings:	2-4
Hours per week:	<b>8+</b>				
Specific time periods required: Friday: 7pm-12am; Saturday: 12pm-12am; Sunday: 5pm-12pm;					
Work Schedule: TBD within operating hours: Sun 11a-10p, Mon-Thu 8a-11p, Fri 8a-8p, Sat 10a-8					
<b><u>Responsibilities/Duties:</u></b>					
<p>Provide exemplary customer service at the Library Service Desk/Entrance Desk through the following tasks and responsibilities:</p> <ul style="list-style-type: none"><li>- Signing in visitors and Emory patrons at the entrance desk kiosk</li><li>- Keeping statistics at the entrance desk</li><li>- Answering the entrance desk telephone and intercom system</li><li>- Monitoring mask compliance at the entrance of the library</li><li>- Checking in/out materials and other basic circulation tasks</li><li>- Providing information to patrons about library services, technologies, policies, as well as directional assistance and information about the campus</li><li>- Assisting patrons with basic reference tools and helping them locate desired resources and navigate the library website, including discoverE</li><li>- Support all technologies in the Learning Commons:<ul style="list-style-type: none"><li>▸ Maintaining a clean and inviting work environment</li><li>▸ Setting up technology for users in technology equipped rooms</li><li>▸ Assisting users with technology and resolving Tier 1 issues</li><li>▸ Monitoring equipment and taking action to address alerts and notify full time staff</li><li>▸ Provide referrals for services beyond the Learning Commons</li></ul></li><li>- Monitoring and stocking office supplies for patrons and desk staff</li><li>- Tracking all patron interactions</li><li>- Other tasks assigned to accomplish the goals of the Library Service Desk Team</li></ul>					
<b><u>Requirements:</u></b>					
<ul style="list-style-type: none"><li>- Customer service skills</li><li>- Problem-solving skills</li><li>- Team player</li><li>- Strong work ethic</li><li>- Verbal and written communication skills</li><li>- Working knowledge of Microsoft Office suite</li><li>- Desire to learn new technologies and skills</li><li>- Dependability--MUST adhere to assigned work schedule</li></ul>					
Interviewer Name:	Lyndon Batiste, Library Services Desk Manager				
Contact Email:	LIB-studentjobs@emory.edu				
Form Submitted by: Lyndon Batiste		Date: 5/5/2022			