## 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 Supervisor</td>
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<tr>
<td>Classification Level:</td>
<td>5</td>
</tr>
<tr>
<td>Hourly Rate:</td>
<td>13.50</td>
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<tr>
<td>Available openings:</td>
<td>5</td>
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<tr>
<td>Hours per week:</td>
<td>Minimum 8 hours/week</td>
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### Specific time periods required:

Work Schedule: TBD within operating hours: Sun 11a-8p, Mon-Thu 8a-8p, Fri 8a-6p, Sat 9a-6p

### Responsibilities/Duties:

This position supervises the Library Service Desk, providing circulation, reference, and learning commons services. The Library Service Desk Supervisor is tasked with providing and modeling superior customer service, guiding student assistants, and contributing positively to a team environment.

**Tasks include but are not limited to:**

1. Opening & closing the Library Service Desk
2. Supervising student assistants and assigning tasks
3. Assisting patron questions in person, by phone, and email
4. Circulation: checking in/out items & other basic circulation tasks, setting up library accounts, taking payment or waiving library fines, listing items as missing, lost, etc.
5. Reference: helping patrons navigate Library Search, the library website, and other research tools, provide informed and in-depth guidance on library collections and resources, help patrons locate resources outside of Emory, monitoring LibAnswers virtual reference
6. Learning Commons: basic assistance with printing, copying, scanning, and computer logins, submitting tickets for more complex problems
7. Acting as the main problem solver for library account issues and advanced circulation transactions
8. Tracking daily fine payments and copy card sales
9. Tracking all patron interactions
10. Ensuring the Library Service Desk space remains tidy and orderly

### Requirements:

1. Customer service skills
2. Problem-solving skills
3. Team player
4. Strong work ethic
5. Verbal and written communication skills
6. Working knowledge of Microsoft Office suite
7. Desire to learn new technologies and skills
8. Dependability--MUST adhere to assigned work schedule

### Interviewer’s Name:

Nick Wantsala

### Contact Email:

LIB-studentjobs@emory.edu

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Form Submitted by: Nick Wantsala | Date: 04/24/23