## 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 Desks Student Assistant</td>
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<tr>
<td>Classification Level:</td>
<td>SA3</td>
</tr>
<tr>
<td>Hourly Rate:</td>
<td>$9.25</td>
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<tr>
<td>Available openings:</td>
<td>2-4</td>
</tr>
<tr>
<td>Hours per week:</td>
<td>8+</td>
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<tr>
<td>Specific time periods required:</td>
<td>Friday: 7pm-12am; Saturday: 12pm-12am; Sunday: 5pm-12pm;</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-8</td>
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### Responsibilities/Duties:

Provide exemplary customer service at the Library Service Desk/Entrance Desk through the following tasks and responsibilities:

- Signing in visitors and Emory patrons at the entrance desk kiosk
- Keeping statistics at the entrance desk
- Answering the entrance desk telephone and intercom system
- Monitoring mask compliance at the entrance of the library
- 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: Lyndon Batiste, Library Services Desk Manager
Contact Email: LIB-studentjobs@emory.edu
Form Submitted by: Lyndon Batiste
Date: 10/13/2021