

Emory University Libraries

Request for New Student Assistant



Student Job Details		
Team and/or Unit:	Library Service Desk	
Position Title:	Library Service Desk Supervisor (Graduate Student Position)	
Classification Level: SA5	Hourly Rate: \$11.50	Available openings: 1-2
Hours per week: Minimum 8 hrs/week		
Specific time periods required: Morning, afternoon, evening, and weekend availability, other hours as needed		
Work Schedule: Specific needs		
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: <ul style="list-style-type: none">- Opening & closing the Library Service Desk- Supervising student assistants and assigning tasks- Assisting patron questions in person, by phone, and email with:<ul style="list-style-type: none">- 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.- Reference: helping patrons navigate discoverE, 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- Learning Commons: basic assistance with printing, copying, scanning, and computer logins, submitting tickets for more complex problems- Acting as the main problem solver for library account issues and advanced circulation transactions- Tracking daily fine payments and copy card sales- Tracking all patron interactions- Ensuring the Library Service Desk space remains tidy and orderly- Other projects assigned to accomplish the goals of the Library Service Desk Team		
Requirements: Graduate Student (Masters or Phd Level) Supervisory skills Communication skills Customer service skills Dependability Self-motivation Ability to work independently Willingness to work weekday evenings and weekends		
Interviewer Name:	Nick Wantsala	
Contact Email:	LIB-studentjobs@emory.edu	
Form Submitted by: N. Wantsala		Date: 04/21/22