### 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 Supervisor (Graduate Student Position)</td>
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<tr>
<td>Classification Level:</td>
<td>SA5</td>
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<tr>
<td>Hourly Rate:</td>
<td>$11.50</td>
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<tr>
<td>Available openings:</td>
<td>1-2</td>
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<td>Hours per week:</td>
<td>Minimum 8 hrs/week</td>
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<tr>
<td>Specific time periods required:</td>
<td>Morning, afternoon, evening, and weekend availability, other hours as needed</td>
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<tr>
<td>Work Schedule:</td>
<td>Specific needs</td>
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### 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:

- Opening & closing the Library Service Desk
- Supervising student assistants and assigning tasks
- Assisting patron questions in person, by phone, and email with:
  - 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