

Emory University Libraries

Request for New Student Assistant



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LIBRARIES

Student Job Details

Team and/or Unit:	Library Service Desk		
Position Title:	Library Service Desk Supervisor		
Classification Level: SA5 (Student Specialist)	Hourly Rate: \$17.00	Available openings: 2	
Hours per week: Minimum 8 hrs/week			
Specific time periods required: N/A			
Work Schedule: Monday-Sunday (8am-10pm)			

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:

- Supervisory skills
- Communication skills
- Customer service skills
- Dependability
- Self-motivation
- Ability to work independently
- Willingness to work weekday evenings and weekends.

Interviewer Name:	Mark Johnson
Contact Number and/or Email:	LIB-studentjobs@emory.edu

Form Submitted by: Lyndon Batiste Date: 06.25.24