

Emory University Libraries

Request for New Student Assistant



Student Job Details			
Team and/or Unit:	Library Service Desk / User Services		
Position Title:	Graduate Student Supervisor		
Classification Level: Student Specialist	Hourly Rate: \$18.50	Available openings: 2	
Hours per week: 12-20 hrs./week			
Specific time periods required: N/A			
Schedule: Summer M-F (8am-6pm) Sat (10-6) Sun (11-6), Fall M-Th (8am-10pm) Fri (8am-8PM) Sat (10-8) Sun (11-10)			
<u>Responsibilities/Duties:</u> 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 -Assist with patron questions in person, by phone, and email. -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: help 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, monitor LibAnswers and LibChat virtual reference -Learning Commons: basic assistance with printing, copying, scanning, and computer logins, submitting tickets for more complex problems -Act as the main problem solver for library account issues and advanced circulation transactions -Track daily fine payments and copy card sales -Track all patron interactions -Ensure the Library Service Desk space remains tidy and orderly -Other projects assigned to accomplish the goals of the Library Service Desk Team			
<u>Requirements:</u> -Supervisory skills -Communication skills -Customer service skills -Dependability -Self-motivation -Ability to work independently -Willingness to work weekday evenings and weekends			
Interviewer's Name:	Mark Johnson		
Contact Email:	LIB-studentjobs@emory.edu		
Form Submitted by: Mark Johnson		Date: 5/11/2026	

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