

Position Description

POSITION PROFILE

Position Title: Public Services Student Assistant

EOU Department/College: EOU Library

EOU Supervisor Title: Samantha Scheele, Evening Supervisor

Typical Job Duration: Academic year (excludes term breaks and summer terms)

Job Level: \$13.70 per hour, Level 2

Type of Schedule/Typical Hours: Flexible; includes evening and weekend shifts to accommodate library hours.

Typical Number of Hours Per Week: 10-14 hours

POSITION INFORMATION

Student Position Description Summary:

Public Services Student Assistants (PSS) support the library mission by providing materials and services for all members of the eastern Oregon community. PSS are assigned to monitor Circulation or info commons desks during open hours and provide excellent customer service to all using the library and its services. This position is only for the regular academic year and excludes term breaks and summer terms.

Job Duties/Responsibilities/Essential Functions:

- Use library software to check in and check out materials.
- Provides routine data-entry about Library related transactions
- Assist patrons in using the library computers and printers

- Answer informational and directional questions
- Refer complex questions to librarians
- Assist library staff with projects as needed

HIRING CRITERIA

Minimum Qualifications:

- Federal Work Study Award
- Enrolled in at least 6 undergraduate credits per term, or a minimum of 9 graduate credit hours at the University of a University partner program/ institution.
- In good academic standing (have a minimum GPA of 2.0)
- Have evening and weekend availability during the regular academic year.
- Ability to work 10 to 14 hours a week without working more than a combination of 29 hours at this job or other University jobs

Preferred Qualifications:

- **Previous Library Experience:** Experience working in a library or similar environment, particularly in customer service or technical services.
- **Academic Focus:** Students studying library science, information management, or related fields are preferred, although all majors are welcome.
- **Technical Proficiency:** Experience with library databases and management software, as well as proficiency in Microsoft Office applications.
- **Customer Service Skills:** Demonstrated ability to provide excellent customer service, including strong communication and interpersonal skills.
- **Problem-Solving Abilities:** Experience in handling and resolving issues efficiently and effectively in a service environment.
- **Organizational Skills:** Strong organizational abilities to manage multiple tasks simultaneously and maintain attention to detail.

Desired Knowledge, Skills & Abilities:

- Communication and customer service skills when working with students, faculty, staff, and community patrons
- Technology skills and ability to use library software systems
- Ability to use Microsoft Office applications such as Word and Excel
- Professional work ethic and independent time management skills
- Strong critical thinking skills and the ability to respond quickly
- Flexibility and positive attitude about working in a changing environment
- Detail-oriented on various tasks and projects

- Prior work in a library or office or similar work environment is preferred, but not required

STUDENT LEARNING OUTCOMES

As a result of completing this internship, the student will:

Academic Learning Outcomes:

- Develop knowledge and skills in library services and information management.

Industry Learning Outcomes:

- Gain hands-on experience in public service operations within an academic library setting.

Career-Readiness Learning Outcomes:

- Enhance professional competencies such as customer service, time management, and teamwork.

PROFESSIONAL DEVELOPMENT & TRAINING

Professional Development & Training

EOU student employees have an opportunity to engage in professional development and training as a part of the job. Supervisors support the attainment of professional development by either providing internal department-specific training and/or time reassigned from normally scheduled duties to participate in University-wide training opportunities including appropriate virtual community training opportunities.

Specific training/professional development opportunities:

- *[job-specific training from your department]*
- *[University and virtual community training/events specific to the student position]*
- Multicultural-sponsored training, activities, and events
- Career exploration activities via Career Services
- EO Career Expo Career-Ready symposium First Wednesday in April
- Resume Review with Career Services and/or WorkSource Oregon

LEARNING ASSESSMENT & PERFORMANCE EVALUATION

Learning Assessment and Performance Evaluation

Once a term, student employees and supervisors meet to discuss the progress on completing the position's learning outcomes and the employee's job performance. Specifically:

- Adjustments to the learning outcomes and job duties as needed in order to meet the outcomes
- Upcoming training and professional development opportunities
- On-the-job performance feedback and the level of meeting job duty expectations
- Application of coursework to the workplace, job duties, and learning outcomes
- Application of possible connections to future career-related interests and coursework

