

Position Description

POSITION PROFILE

Position Title: EOU Library Public Services Student Assistant

EOU Department/College: EOU Library

EOU Supervisor Title: Circulation Supervisor

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

Job Level: Level 2

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

Typical Number of Hours Per Week: 8-14 hours per week

POSITION INFORMATION

Student Position Description Summary:

The library supports the EOU mission by providing materials and services for all university community members. Public Services Student Assistants are responsible for staffing the two public service desks during all of the library's open hours. Public Services Student Assistants provide excellent customer service and assist patrons in finding and using library resources and services.

Job Duties/Responsibilities/Essential Functions:

- Staff the two public service desks
- Assist library patrons in using resources and answering questions
- Check out books and other library materials
- Assist library patrons in using computers and other equipment
- Answer informational and directional questions
- Refer complex questions to librarians
- Work on projects as needed

HIRING CRITERIA

Minimum Qualifications:

- Enrolled in at least 6 undergraduate credits per term or a minimum of 9 graduate credit hours at the University or a University partner program/institution
- In good academic standing (minimum GPA of 2.0)
- Evening and weekend availability during the regular academic year.
- Ability to work 10 to 14 hours a week

Preferred Qualifications:

- Previous library experience, particularly in customer service or technical services
- Experience with library databases and management software as well as proficiency in Microsoft Office applications.
- Demonstrated ability to provide excellent customer service, including strong communication and interpersonal 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

STUDENT LEARNING OUTCOMES

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

Academic Learning Outcomes:

Industry Learning Outcomes:

Career-Readiness Learning Outcomes:

- Students will develop interpersonal skills by working with diverse populations
- Students will learn the key components of working in a team environment
- Students will learn tools and develop effective problem-solving skills in a public service environment.
- Students will gain knowledge of using library resources
- Students will gain knowledge of using library software systems

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

