University Libraries
Student Employee Job Description

Title: Reference 1 - 2nd Floor Information Desk
Pay Rate: Basic

General Description: 2nd Floor Information Desk Assistants provide assistance to library patrons by answering first tier reference questions and directional questions, instructing patrons how to use microfilm equipment, and scheduling bookable study rooms.

Duties and Responsibilities:
1. Interpreting the Libraries’ online catalog to determine the location and availability of specific items
2. Instructing patrons in the use of microform viewers and printers
3. Maintaining and posting schedules for study rooms and Presentation Practice Room facilities
4. Distributing designated newspapers to the University Administrative Offices
5. Answering routine questions about facilities, services, and item locations
6. Providing assistance to patrons over the telephone
7. Making appropriate referrals to other Library departments
8. Keeping accurate statistics on the use of microforms and the types of questions received
9. Maintaining a pristine appearance of surrounding public areas

Required Qualifications:
1. Must be actively enrolled as an Undergraduate or Graduate student at Kent State University
2. Must be able to work evening and weekend hours
3. Must be able to work at least 8 hours per week
4. Must be able to work at least 2 semesters
5. Must have excellent customer service skills
6. Must have good work ethics

Preferred Qualifications:
1. Available to work summer and intersessions
2. Previous library experience
3. Knowledge of productivity software, i.e., MS Office