**Position Summary:**

Join a team designed to create a better experience for library patrons in the new Mary Idema Pew Library Learning and Information Commons! Become a User Experience Student Assistant and help staff the fast-paced library Service Desk. Excellent customer service skills, enthusiasm for the library, and the ability to work collaboratively with other students and staff are required. Primary responsibilities include assisting patrons with reference and circulation needs, providing building information and tours, and assisting with emergency and safety procedures. A variety of shifts are available, all applicants are expected to be able to work flexible hours, including some evenings, weekends, and extra hours during Exam Cram and for training purposes.

**Job Duties:**

* Assist patrons at the library Service Desk and throughout the building with abbreviated reference assistance, circulation tasks, and general building information
* Roam the library to collect data, answer questions, and help with facilities and security-related issues
* Provide tours of the library
* Assist with opening and closing the library
* Assist with building emergency and safety procedures
* Promote library initiatives
* Conduct patron interviews and other User Experience research as needed
* Other duties as assigned

**Required Qualifications:**

* Excellent customer service and interpersonal skills
* The ability to prioritize multiple demands in a fast-paced work environment
* Enthusiasm for University Libraries and commitment to becoming an exemplary ambassador of the libraries
* The ability to work collaboratively with other staff and students

**Preferred Qualifications:**

* One years of customer service experience
* Work Study preferred

**Employment Outcomes:**

*What you can expect to learn in this position*

* Customer Service skills
* Experience in promoting/marketing an organization
* Knowledge of User Experience research techniques
* Basic emergency response training
* Communication skills: Ability to professionally communicate with persons verbally, written, and online
* Teamwork: Ability to positively work and engage in a team structure
* Problem Solving & Analyzing: Ability to make decisions and solve problems using creativity and reasoning
* Flexibility & Adaptability: Ability to manage and adapt to changing work conditions and assignments
* Administrative Skills: ability to plan, organize, and prioritize work
* Cultural Sensitivity & Awareness: Ability to demonstrate respect and awareness to other people and cultures
* Technology & Computer Literacy: Ability to use current technology and computer software

**Standard Hours for this Position:**

Shifts are available from 6:30am – 2:30am; you may be required to work any combination of shifts and must have transportation during these hours. Typically UX students work between eight and fifteen hours per week during the Fall and Winter semesters.

Mary Idema Pew Library Learning and Information Commons Service Desk – User Experience

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Local Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Home Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Major: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Minor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Year in School: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Work Study? **☐** Yes **☐** No

Why do you want to work for the University Libraries?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please explain what you think excellent customer service includes.

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Please explain how you would handle the following scenario*: A prospective student and her family visit the library and stop at the Service Desk. They mention that the student is interested in coming to Grand Valley. How would you respond?*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please describe any experiences you have had interacting with people in a workplace, volunteering, or in a club or extracurricular activity. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

References: Please list two (faculty or previous employers) and include one letter of reference with your application materials.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Previous Employment: Please include employer, supervisor, address, position, responsibility, length of employment and reason for leaving. Use additional pages if necessary. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

UX students work shifts between the hours of 6:30 am-2:30 am. You will be required to be available to work early morning, late night, and weekends. You will need to have transportation for all possible hours. Are you able to make this commitment?

🞎 Yes 🞎No

You will be required to attend a mandatory all-day orientation each year; this year on August 23. Are you able to make this commitment?

🞎 Yes 🞎No

You will be required to work at least one overnight shift when the library holds extended hours for Exam Cram. Are you able to make this commitment?

🞎 Yes 🞎No

***Please return your completed applications, letter of reference, and work schedule to the Mary Idema Pew Library Service Desk or email application and work schedule to maddoxd@gvu.edu, by October 31, 2017.***

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| **Student Work Schedule** |
| **Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Date: \_\_\_\_\_\_** |
|
| **Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|
| **Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
|
| Fall | Winter | Number of hours you want: \_\_\_\_\_\_\_\_\_\_\_\_ |
|
| Please list your class schedule and the hours you are available to work for the semester. **List W for work C for Class O for other (clubs, sports). Put an \* by your preferred hours.** Seasoned student get first choice of hours. |
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| Hour | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
| 6:30-7:00am |   |   |   |   |   |   |   |
| 7am - 8am |   |   |   |   |   |   |   |
| 8am - 9am |   |   |   |   |   |   |   |
| 9am- 10am | 9:30 |   |  |   |  |   | 9:30 |
| 10am - 11am |   |   |   |   |   |   |   |
| 11am -12pm |  |   |   |   |   |   |   |
| 12pm - 1pm |   |   |   |   |   |   |   |
| 1pm - 2pm |  |   |   |   |   |   |   |
| 2pm - 3pm |   |   |   |   |   |   |   |
| 3pm - 4pm |  |   |   |   |   |   |   |
| 4pm - 5pm |   |   |   |   |   |   |   |
| 5pm - 6pm |  |   |   |   |   |   |   |
| 6pm - 7pm |   |   |   |   |   |   |   |
| 7pm - 8pm |  |  |  |   |  |   |   |
| 8pm - 9pm |   |   |   |   |   |   |   |
| 9pm - 10pm |  |  |  |  |   |  |  |
| 10pm - 11pm |   |   |   |   |   | 10:30 |  10:30 |
| 11pm - 12am |  |  |  |  |   |   |  |
| 12am - 1am |   |   |   |   |   |   |   |
| 1am - 2:30am |  |  |  |  |   |   |   |