**Position Summary:**

Join a team designed to create a better experience for library patrons in the Seidman House Special Collections & University Archives! Become a Special Collections Student Assistant and help staff the Reading Room Service Desk. Excellent customer service skills, enthusiasm for the library and historical materials, and the ability to work carefully on focused tasks are required. Primary responsibilities include assisting patrons with reference, retrieving collection materials for research use, and instructing patrons on proper care and handling of rare and unique materials. Other duties include digitizing and transcribing historic materials and other clerical tasks. Daytime shifts are available, all applicants are expected to be punctual and reliable for their desk shifts.

**Job Duties:**

* Assist patrons at the Special Collections & University Archives Service Desk with user registration, abbreviated reference assistance, retrieving requested materials from closed storage areas, and instruction on rare materials care and handling
* Perform data entry tasks in databases and spreadsheets
* Digitize and transcribe historical materials for online access
* Assist with collection security, 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 lift and carry up to 25 lbs and climb stairs
* The ability to prioritize multiple demands
* Excellent attention to detail
* Enthusiasm for historical materials, University Libraries, and commitment to becoming an exemplary ambassador of the libraries and Special Collections & University Archives
* The ability to take direction, and 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
* Basic emergency response training
* Information Literacy skills: Ability to use library systems to identify and locate relevant informational resources; the ability to understand descriptions of archival materials
* Archival care and handling skills: Ability to identify material types and conditions, and handle appropriately
* Communication skills: Ability to professionally communicate verbally and in writing
* 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 9:00am – 4:00pm; you may be required to work a combination of shifts and must have transportation during these hours. Typically Special Collections students work between eight and fifteen hours per week.

Seidman House Special Collections & University Archives 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?

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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 Reading Room. They mention that the student is interested in coming to Grand Valley. How would you respond?*

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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. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Special Collections & University Archives students work shifts between the hours of 9:00am-4:00pm. You will need to have transportation for all possible hours. Are you able to make this commitment?

🞎 Yes 🞎No

***Please return your completed applications, letter of reference, and work schedule to the Seidman House Reading Room Service Desk or email application and work schedule to rupinskl@gvu.edu, by December 1, 2017.***

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Student Work Schedule** | | | | | | | | | |
| **Name:**  **---------------------------------------------------------------------------** | | | | | | | | **Date:**  **---------------------** | |
|
| **Phone:**  **-----------------------------------------------------------------------------** | | | | | | | | | |
|
| **Email:**  **----------------------------------------------------------------------------** | | | | | | | | | |
|
| Fall | Winter | | Spring/Summer | | | Number of hours you want per week: \_\_\_\_\_\_\_\_\_\_\_\_ | | | |
|
| 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 | | Monday | | Tuesday | Wednesday | | Thursday | | Friday |
| 8am - 9am | |  | |  |  | |  | |  |
| 9am- 10am | |  | |  |  | |  | |  |
| 10am - 11am | |  | |  |  | |  | |  |
| 11am -12pm | |  | |  |  | |  | |  |
| 12pm - 1pm | |  | |  |  | |  | |  |
| 1pm - 2pm | |  | |  |  | |  | |  |
| 2pm - 3pm | |  | |  |  | |  | |  |
| 3pm - 4pm | |  | |  |  | |  | |  |
| 4pm - 4:30pm | |  | |  |  | |  | |  |