



Cowles Library

Peer Research Mentor

Department: Information Services
Reports to: Campus Engagement Librarian

Cowles Library is hiring for Peer Research Mentors (PRM) to assist at our information desk. A PRM is a customer service position at Cowles library with the goal of providing approachable, attentive assistance to people who come to the information desk. Ideally, we hope to hire students interested in being employed for more than one academic year. PRMs will staff the Information Desk with other student workers during afternoon, evening, and weekend hours. They will be responsible for answering phones, responding to chat reference questions, and working in-person to answer or redirect questions that come to the desk. No prior library experience is required as training will be provided.

Essential Functions:

- Answer chat, in-person, and phone reference questions
- Work with other student workers to open and close building
- Answer questions about library resources, spaces, and collections
- Refer questions as appropriate to librarians or other campus resources
- Work on other projects as assigned
- Represent Cowles Library in a welcoming, helpful, and professional manner

Qualifications:

- Good Interpersonal skills
- Evidence of strong attendance in other workplaces or classes
- Customer service (retail or restaurant experience, volunteer or student organization work with the public) or tutor experience preferred
- Willingness to refer questions as necessary
- Some evening, weekends, and additional training workshops required

Application process

To apply, please submit a library application and include a brief writing sample that addresses the first two qualifications. In the same writing, also please briefly explain a time when you were wrong, or didn't know an answer, and how you approached that moment. This question is to better understand what your mental process is when it comes to referring questions

Hours per week:	Approximately 10 hours a week, though requests for more or less will be considered
Schedule:	Hours will largely be afternoons, evenings and weekends
Knowledge/Skills required:	Moderately Technical
Complexity of work tasks:	Work is moderately complex and varied
Supervision of work:	Works somewhat independently
Scope of work's contact:	Contact, impact routinely extends to the university and public
Routinely supervises the work of others:	No
Works with confidential information:	Regularly
Pay Rate:	9.00