

Employment Opportunities

*Marriott Library
Knowledge Commons*

Preferred Skills

The following is a list of skills that are usually needed in helping patrons at the Knowledge Commons. While you do not need to have or know all of the listed items, some basic knowledge of computers and software is necessary.

Microsoft Word	Excel
Powerpoint	CD-Rs/USB drives
Photoshop CS	Web Browsers
Scanners	Web Design

The ability to use either a Mac or PC and be able to use many of the functions is essential.

Understanding audio-visual equipment such as CD/DVD players, VCRs, and being able to operate projection systems would be helpful as well.

Knowledge of web design using any of the commercially available software applications or HTML4 along with FTP skills is also a plus.

The ability to use Web CT, Electronic Course Reserve, and find items using the Library's search system.



Knowledge Commons service counter consultants must be familiar with a wide variety of computer systems, software, audio-visual equipment, and be able to perform effective problem solving.

Applying for a Job Position

Open positions are posted on the Marriott Library Employment web page. Most new positions are posted during the semester breaks and occasionally during the semester.

To see which jobs are available and how to apply, visit the Employment web page on the Marriott Library site at:
<http://www.lib.utah.edu>



Marriott Library Knowledge Commons

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EMPLOYMENT OPPORTUNITIES At The Knowledge Commons



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The J. Willard Marriott Library Knowledge Commons

The Knowledge Commons in the Marriott Library is one of the most used and popular facilities on the University of Utah campus. With over 300 computers,



The Knowledge Commons has audio-visual resources such as DVDs, music CDs, and equipment for a variety of media.

classrooms, labs, scanners, videos, music CDs, and over 300 available software applications, it is a true hi-tech learning environment.

Students are able to do research, word processing, surf the Internet, group projects, attend classes, and use advanced software for assignments at one facility.

The Knowledge Commons is staffed by students at the front counter who can assist with most computer questions plus offer limited research and reference assistance. The Knowledge Commons also has a dedicated staff to assist with web design, technical questions, room scheduling, and who develop and maintain the audio-visual collection. The Knowledge Commons also assists university faculty and instructors with the facilities.

Working at the Knowledge Commons

Knowledge Commons consultants have one of the most challenging and interesting jobs in the Marriott Library. Consultants must interact with students, faculty, staff, and guests of the Library on a variety of issues. Consultants are on the front line at the Knowledge Commons and must offer excellent service to the patrons.

In an average four to five hour shift a consultant may be called upon to perform the following duties: Assist with printing, answer multiple kinds of software related questions, help students find Library items, assist with research, check out audio and video materials, set up equipment for faculty or instructors in the labs and classrooms, give directions to other parts of the Library, and basic troubleshooting on lab com-



Knowledge Commons consultants assist faculty in helping with classroom equipment and computers.

puters. Consultants will also work with the full-time staff to handle more complex problems and technical issues for patrons.

Being a service counter consultant at the Knowledge Commons offers new challenges and the ability to work in an ever changing environment. If you like using computers, advanced software applications, providing service, are willing to learn new skills and systems while working in a friendly environment, then this is the job for you. See the next page for employment information and how to apply for a position on the back page.

Employment Information

Knowledge Commons service counter consultants are employed from semester to semester, with the ability to stay on for additional semesters depending upon job performance. Consultants usually work four or five hour shifts and have a set schedule throughout each 16 week semester. Consultants are part time employees and must work a minimum of 10 hours, but no more than 19 hours per week. Foreign students will need to check with Library Administration to determine their hours eligibility.

The pay rate starts at \$7 per hour and can be increased during the consultant's first evaluation after five months of employment, then on each annual evaluation after that. There is also a tiered training system where each consultant can have their pay rate increased upon completion of each training level.

Consultants are expected to be punctual, follow their assigned shifts closely, and act in a professional manner. Each consultant is also expected to offer the best service possible to each and every patron who enters the Knowledge Commons.

While working at the Knowledge Commons, consultants also have available advanced computing systems with up to 300 software applications and are able to use the Knowledge Commons's large collection of videos, music CDs, and materials for personal and educational use.