

An Internship in the Library

and the Department of Chinese, Translation and Linguistics, 09-10



I. BACKGROUND

As part of our Learning Commons, research and IT assistance in the Library is provided by the library staff. The Library also has an Information Counter in the main lobby area. This Information Counter is staffed by both Library staff and Student Ambassadors. The Library is currently recruiting students to staff the Information Counter. These students serving as student ambassadors *in the evenings and over the week-ends* will answer simple enquiries, directional questions and provide information service to the users, after receiving an intensive training programme. Reference and research type questions, however, will be answered by the professional librarians at the Reference and IT Help Desks.

II. ROLE OF STUDENT AMBASSADORS

1. Handle general enquiries and directional questions about the Library, collection, services, facilities and location
2. Answer simple questions on policy issues
3. Receive, direct and solve simple complaints
4. Answer general queries about CityU
5. Make referrals to the Reference Desk, other service counters in the Library or other departments on campus
6. Serve as a receptionist to receive guests and direct them to appropriate location in the Library
7. Observe in the Lobby area to offer assistance to patrons waiting in line, using self-check machine and express terminals, first-time users, etc.
8. Other duties such as shelving, filing, creating a database of questions

III. PREFERRED QUALIFICATION AND REQUIREMENT

Second-year BACH, BAL or BATI students who possess the following characteristics or qualities:

- presentable
- good manner, friendly, helpful, courteous
- smart, able to learn fast
- able to express clearly in English and Putonghua, good communication, presentation and interpersonal skills
- enthusiastic, resourceful, flexible and trainable
- reliable, independent, responsible

IV. SCHEDULING AND SALARY

Student ambassadors are required to work in the evenings of weekdays and the afternoons of Saturdays, Sundays, and public holidays. *Each ambassador will normally work up to 17 hours in a week for \$48 per hour.*

Students recruited have to work during summer vacation, term breaks, revision and examination periods and are committed to work for a year.

V. TRAINING

A paid intensive training programme of 20 hours will be offered to successful applicants before they assume duty tentatively in June.

VI. BENEFITS TO STUDENTS

As the Information Counter provides customer service, information service and referrals, students participated in this programme will have an intensive training on service philosophy and service competency. They will also learn how to search for information and how to use electronic resources. The library operations and policies issues will be covered. Skills in communication and handling complaints will be taught.

VII. APPLICATION

The following documents should be returned to CTL General Office by 14 April 2009, 5:15pm:

- a) completed application form (download from CTL's official homepage);
- b) your CityU transcript (unofficial transcript downloaded from AIMS is acceptable); and
- c) copies of other academic certificates that you find helpful to your application (e.g. HKCEE, HKAL, IELTS, etc.)

VIII. ENQUIRIES

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