

Research Services Student Assistant

The Research Services department in the UMass Amherst Libraries seeks students with excellent communication, customer service, and problem-solving skills to provide a range of research services. Student employees will receive extensive training in research and reference materials, both print and online. This is an opportunity to gain valuable research skills, while working with UMass Amherst Libraries Librarians and Staff in the dynamic environment of Research Services at the Circulation and Reserves Desk at W.E.B. Du Bois Library.

Minimum Qualifications

- Proficiency with PC/Mac computer hardware and software, including Microsoft Office Suite.
- Experience using the Libraries for research, including using research databases.
- Knowledge of the UMass campus and available services on campus.
- Ability to provide effective customer service.
- Strong communication skills.
- Attention to detail and ability to multitask.
- Ability to adapt to a changing environment and to 'think-on-your-feet.'

Examples of Duties and Responsibilities

- Provide exemplary customer service and assistance to UMass community and the general public.
- Assist patrons with research questions in-person, and via phone, email and chat.
- Answer questions, troubleshoot, and resolve technical issues related to research databases.
- Provide information regarding services in the Library and on-campus.
- Assist Research Services with tasks and projects.
- Monitor the Graduate Commons to ensure that cleanliness is maintained.
- Monitor Graduate Commons supplies and submit supply requests as necessary.
- Write short status reports at the end of each shift.

Hours Available: Monday - Friday 10am-5pm

Applicants must be available Tuesday 1-3pm or Friday 1-3pm

Pay Rate: \$11.50/hr

To Apply:

1. Please download and save application to your computer.
2. Fill out and save completed application.
3. Email the saved application to studentapp@library.umass.edu with the name of the position in the subject line.

Mac users should not use Preview to fill out application as it will not be readable. Please use Adobe Reader.

Student Information Sheet

Personal and Contact Information

Last Name _____ First Name _____ Middle _____

Campus/Local Mailing Address _____

Home Mailing Address (if different) _____

Email Address _____ Student ID (UCard) # _____

Cell/local phone # _____ Home phone (if different) _____

Undergraduate Graduate Major: _____ [gct of Grad: _____

Do you have a work-study award? Yes No I don't know Have you worked on campus before? Yes No

Will you have another job on campus this semester? Yes No If so, where? _____

Have you worked for the Library before? Yes No If so, when? _____

Student employees may not exceed eight (8) hours per day of work, combining all job schedules, both when classes are in or out of session.

Supervisor Use Only

Fall Spring Summer Intersession 20____ Pay Rate: A B C D

Supervisor: _____ Department: _____

Hours per week (approximate): _____ New Hire Returning Student

Library Office Use Only

EMPLID: _____ Rec # _____ Active date _____

SS # _____ PAF # _____

Split position? _____ Switch funding: _____

Availability

Please check days/times you would be available to work.

	SUN	MON	TUE	WED	THUR	FRI	SAT
8-9am							
9-10							
10-11							
11am-12pm							
12-1pm							
1-2							
2-3							
3-4							
4-5							
5-6							
6-7							
7-8							
8-9							
9-10							
10-11							
11-12							
midnight-8am							

Work History

Please describe your recent work history (you may attach additional sheets if desired).

Company/Organization:	Dates of Employment:
Supervisor Name:	
May we contact for reference? <input type="checkbox"/> Yes <input type="checkbox"/> No	Phone Number:
Job description/duties:	

Company/Organization:	Dates of Employment:
Supervisor Name:	
May we contact for reference? <input type="checkbox"/> Yes <input type="checkbox"/> No	Phone Number:
Job description/duties:	

1. Please describe your experience doing research in the Libraries, including the assignments or projects for which you did research and what resources you used. Please specify the level of your knowledge/skill with research databases (*name specific databases if possible*) provided by the Libraries.

2. Please describe any customer service experience you have had.

3. Is there any additional experience you have had that you feel would be helpful in this position?