

To apply:

1. Read the job description carefully. 2. Fill out the form below and save to your desktop. 3. Send an email to [studentapp@library.umass.edu](mailto:studentapp@library.umass.edu) **with the name of the position in the subject line and your application (and any supporting documents) attached. Mac users should not use Preview to complete the application, please use Adobe Reader.**

## **Overnight Circulation/ Reserve ISA Desk Student Assistant (Fridays 12am-8am)**

### **Job Overview:**

Student employees are responsible for assisting patrons in Du Bois Library. Duties include staffing a public service desk, assisting patrons with locating and borrowing library materials, answering questions about printing and available technology, and troubleshooting and reporting technical issues.

### **Minimum Qualifications:**

- Proficiency with PC/Mac hardware and software, including Microsoft Office Suite
- Experience using Libraries and their collections
- Knowledge of the UMass campus and available services on campus
- Ability to provide excellent customer service to a diverse community of patrons
- Strong communication skills
- Ability to work both collaboratively and independently
- Ability to stay alert overnight
- Reliable attendance for every shift with minimal exceptions

### **Preferred skills:**

- Experience / Familiarity with Library of Congress call number classification system
- Prior experience in a customer service or public service environment
- Prior experience working late hours and/or eight hour shifts

### **Examples of Duties and Responsibilities**

- Assisting patrons in looking up, checking out and returning library materials

- Keeping mediated collections (Holds, Reserves, Laptops and Equipment) secure and in good order
- Answer questions, troubleshoot, and resolve technical issues related to technology in the Learning Commons
- Retrieval and re-shelving of library materials
- Assist patrons by answering their questions or referring them to the appropriate person, department or resource and recoding inquiries as needed

# 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        |     |     |     |     |      |     |     |
| 11-12        |     |     |     |     |      |     |     |
| 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:  |                      |