ISA Student Support & Production Assistant

Minimum Qualifications:

- Proficiency with PC/Mac computer hardware and software, including Microsoft Office Suite and Adobe Creative Suite.
- Experience using the Library and Learning Commons.
- Knowledge of the UMass campus and available services on campus.
- Ability to provide effective customer service.
- Familiarity with printers, scanners, and copiers.
- Strong communication skills.
- Attention to detail and ability to multitask.
- Ability to adapt to a changing environment and to 'think-on-your-feet.'
- Ability to work both collaboratively and independently; being a self-starter.
- Familiarity with multimedia production software.

Examples of Duties and Responsibilities
Learning Commons

- Assist patrons with questions regarding computer hardware and software.
- Answer questions, troubleshoot, and resolve technical issues related to printers, copiers, and scanners.
- Check in/out Library materials, multimedia equipment, and laptops.
- Under advisement of Integrated Service Area Training Specialist, produce educational content in support of basic library skills and orientation.
- Identify outdated content in ISA training materials and website through regular review.
- Answer questions about the Learning Commons, Library services and collections.
- Assist patrons in person and via telephone, by answering their questions or referring them to the appropriate person, department or service desk.
- Monitor the Learning Commons to ensure user behavior policies are followed.
- Collaborate with other ISA partners.
- Library website content review, creation, maintenance.
- Ensure cleanliness of Learning Commons is maintained.
- Write short status reports at the end of each shift.

Work Study Preferred

Please download and save application to your computer. Fill out and save completed application. 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.

UMASS AMHERST LIBRARIES
www.library.umass.edu

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

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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? ☐ Yes ☐ No   Phone Number:

Job description/duties:

Company/Organization: Dates of Employment:

Supervisor Name:

May we contact for reference? ☐ Yes ☐ No   Phone Number:

Job description/duties:

1. Please describe your experience working with technology, including hardware (e.g. PCs, Macs, scanners) and software (e.g. Microsoft Office, Adobe Creative Suite). Please specify the level of your knowledge/skill (e.g. basic, considerable, proficient) for each of the areas you mention.

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?