

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 **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.**

Student Assistant – Wadsworth Library – Newton Campus

Job Overview:

Student employees are responsible for assisting in patrons in the Wadsworth Library.

Duties may include: staffing a service desk, assisting patrons with accessing, borrowing and returning library materials, answering questions about printing and available technology, troubleshooting and reporting technical issues and retrieving and re-shelving materials. Students may be required to work without immediate supervision for a portion of their shift.

Minimum Qualifications:

- Proficiency with PC/Mac computer hardware and software, including Microsoft Office Suite and Adobe Creative Suite.
- Knowledge of the UMass Mt Ida campus and available services on campus.
- Ability to provide effective customer service.
- Familiarity with printers, scanners, and copiers.
- Ability to provide excellent customer service to a diverse community of patrons
- Strong communication skills.
- Attention to detail and ability to multitask.
- Ability to adapt to a changing work environment and to 'think-on-your-feet.'
- Ability to work both collaboratively and independently.

Preferred skills:

- Some familiarity with Library of Congress call number classification system and/or library databases
- Prior experience in a customer service or public service environment.

Examples of Duties and Responsibilities

- Opening and closing the Wadsworth Learning Resource Center before and after shifts
- Assisting patrons in locating, checking out and returning library materials
- Assisting patrons with questions regarding computer hardware and software.
- Answering questions, troubleshooting, and resolving technical issues related to Printers, copiers and/or scanners
- Retrieval and re-shelving of library materials
- Assisting patrons in person and via telephone, by answering their questions or referring them to the appropriate person, department or resource.
- Other duties as assigned by supervisors

Student Information Sheet

Spire #: _____	Date: _____
PLEASE PRINT	
Name (Last) _____ (First) _____ (M.I.) _____	
Local Address _____ Phone () _____	
Permanent Address _____	
Phone () _____ Email _____	
Class of 20 ____ Major _____	
Do you have a work study award? <input type="checkbox"/> YES <input type="checkbox"/> NO	Check all that apply: <input type="checkbox"/> Undergraduate Student <input type="checkbox"/> Graduate Student Resident Status: <input type="checkbox"/> US Citizen <input type="checkbox"/> FI <input type="checkbox"/> JI <input type="checkbox"/> Resident Alien
Have you worked for the Library before? <input type="checkbox"/> YES <input type="checkbox"/> NO If yes, when/where _____	
Will you have another job on Campus during this semester? <input type="checkbox"/> YES <input type="checkbox"/> NO If yes, when/where _____	
OFFICE USE PS: 10 _____ Rec: _____ / _____ /20__ Init: _____ W/S Y / N	

Availability: Check the boxes to correspond with the times you **CAN** work

	8 am	9	10	11	12:00 PM	1	2	3	4	5	6	7	8	9	10	11	12:00 AM	1	2	3	4	5	6	7
Sunday																								
Monday																								
Tuesday																								
Wednesday																								
Thursday																								
Friday																								
Saturday																								

Employment Record: List last job held

Please describe your recent work history (attach additional sheets if necessary).

Company/Organization:	Dates of Employment: <small>(mm/yy - mm/yy)</small>
Supervisor Name:	
May We Contact?	Phone Number:
Job Duties:	

Date: <small>(mm/dd/yy)</small>	Signature of Applicant:
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Personnel Action Taken

Work Start Date	Department	Pay Grade	Pay Rate	Number of Hours	Supervisor's Signature