

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.

Learning Commons Student Assistant – Peer Mentors

Do you have a passion for learning and helping others? The Learning Commons in the UMass Amherst Libraries seeks students with excellent communication, customer service, and problem-solving skills to join the Peer Mentor Team in the W.E.B. Du Bois Library Learning Commons. The Peer Mentor Team is central to a hub of services brought together for support of undergraduate students in a user-centered environment with a strong commitment diversity, equity, and social justice. Student employees will receive extensive training in circulation tasks, technology available in the Learning Commons, and basic research and reference, both in print and online. As part of a peer-to-peer support environment, students will gain valuable leadership skills while working with UMass Amherst Libraries staff in a dynamic, engaging environment.

Minimum Qualifications:

- Interest and/or experience in working with diverse populations to provide exceptional customer service.
- Proficiency with PC/Mac computer hardware and software, including Microsoft Office Suite and Adobe products such as Acrobat and/or Photoshop.
- Ability to learn new technology.
- Strong communication skills.
- Attention to detail and ability to multitask.
- Demonstrated experience with creative problem solving.
- Ability to adapt to a changing environment and to ‘think on your feet.’
- Ability to work both collaboratively in a team and independently.

Preferred Qualifications:

- Interest in helping others to learn and succeed.
- Experience using the UMass Libraries and Learning Commons.
- Knowledge of the UMass campus and available services on campus.
- Familiarity with printers, scanners, and copiers.
- Familiarity with library databases and/or basic research skills.
- Familiarity with multimedia production software, such as Final Cut Pro, iMovie, etc.

Examples of Duties and Responsibilities

- ∄ Assist patrons with library research questions, questions about the Learning Commons, library services and collections, questions about the campus. Refer patrons to other staff, departments, or service desk, as appropriate.
- ∄ Answer questions, troubleshoot, and resolve technical issues related to computers, printers, copiers, UCard machines, scanners, and microform readers.
- ∄ Engage in library outreach, representing library services and resources, at organized events or as needed.

- € Perform circulation tasks, including checking library materials in and out, and working with mediated collections, such as reserves.
- € Assist patrons with scheduled poster printing appointments.
- € Ensure cleanliness of Learning Commons is maintained.
- € Work collaboratively with other library units and Learning Commons partners.
- € Under guidance of Learning Commons Training Team, produce educational content in support of basic library skills and orientation.
- € Other duties as assigned.

\$12.25/hr

Student Information Sheet UMass Amherst Libraries

Date _____ Spire #: _____

Name (Last) _____ (First) _____ (M.I.) _____

Local Address _____

Phone _____ Email _____

Class of 20 _____ Major _____

Do you have a work-study award? YES NO

Have you worked on campus before? YES NO

Have you worked for the Libraries before? YES NO

Will you have another job on campus during this semester? YES NO

If yes, in which department is your other job? _____

Check all that apply:

- Undergraduate Student
- Graduate Student

Resident Status:

- U.S. Citizen
- F1
- J1
- Resident Alien

Availability (Please list the hours you are available):

	Overnight (12 midnight-8 a.m.)	Morning (8 a.m.-12 noon)	Afternoon (12 noon-5 p.m.)	Evening (5 p.m.-12 midnight)
Sunday				
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				

Employment Record: List last job held. (Optional: Attach resume)

Company/Organization _____ Dates of Employment _____

Supervisor's Name _____ May we contact? YES NO

Job Duties:

For Library Supervisor to fill out:

Employment Period	Start Date	Library Department	Pay Grade	Pay Rate	Hours Per Week	Supervisor's Signature
<input type="checkbox"/> Academic Year <input type="checkbox"/> Summer			<input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D			

For Library HR:

Employee ID _____ Rec #: _____ W/S: YES NO

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?