

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 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