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.**

Academic Engagement Summer Student Assistant

The Academic Engagement department in the UMass Amherst Libraries is seeking students with excellent communication, customer service, and problem-solving skills to join our team in the W.E.B. Du Bois Library for the summer of 2024 (June 3-July 31 preferred, but dates flexible). As a student assistant , you can develop your research, information literacy, and communication skills by assisting library staff and liaison librarians in providing research help, performing outreach, and maintaining library teaching tools.

Examples of Duties and Responsibilities:

- Provide information and research assistance in a virtual environment
- Continuously learn about library resources, including databases and other information systems
- Refer patron queries to librarian liaisons using email and chat software
- Assist with specialized tasks and projects
- Assist with outreach events
- Assist in developing training materials for peers

Minimum Qualifications

- Proficiency with PCs and associated programs, including Google Workplace applications
- Ability to provide effective customer service
- ~~Strong verbal and wr~~itten communication skills
- Experience using library resources to complete assignments for classes
- Attention to detail and ability to multitask
- Strong desire to engage in learning and to help others learn
- Ability to perform duties independently and collaboratively
- Ability to build and retain past knowledge and apply it to new situations
- Ability to maintain confidentiality of patrons
- Commitment to contributing to an inclusive working and learning environment
- ~~Enthusiasm for and~~ commitment to becoming an exemplary ambassador of the Libraries

Preferred Qualifications:

- Interest in education, library science, and/or research
- Familiarity with the UMass campus and available services on campus

Hours available: Monday - Friday 9am-5pm

Summer term time commitment: 20-35 hrs/wk
Pay rate: $15/hr

1.Tell us about a time you learned a new skill. How did you approach the task? What challenges or successes did you encounter in the process? If you did it again, would you take the same or a different approach?

2. Describe a time where you had to communicate effectively to solve a difficult problem

3. Tell us about any experience you may have using library resources to conduct research or to complete assignments for class.

4.Tell us about any experience you may have using library resources to conduct research or to complete assignments for class.

5.What dates are you available to work during the summer session?

6. Please attach a resume if you have one.

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
☐ Academic Year ☐ Summer			☐ A ☐ B ☐ C ☐ D			

For Library HR:

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