

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.

Building Monitor Information Desk Student Assistant

Qualifications:

- Experience using the Library (preferred but not required)
- Knowledge of the campus
- Customer service experience
- Experience searching the Internet
- Attention to detail necessary
- Strong communication skills and reliability extremely important
- Telephone skills
- Ability to walk around the Library
- Ability to work overnight shift

Example of Duties:

- Provide answers to questions about the Library in general, as well as questions about the campus
- Provide assistance to in-person and telephone callers, referring them to the appropriate person, department, or service desk
- Monitor Library users to reduce theft, vandalism, and infraction of Library rules
- Report maintenance issues (missing or burned out light bulbs, leaks, etc)
- Assist with closing and opening the Library

1. Do you feel comfortable working with the public informing and enforcing library policy and safety precautions?
2. The Library relies heavily on building monitor student assistants and their ability to be on time and to work the shifts as scheduled. Do you feel you are a punctual and reliable person?
3. What does the term “customer service” mean to you?

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