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 patrons at the Wadsworth Library. Duties include: staffing a service desk, answering questions about printing and available technology, troubleshooting and reporting technical issues and re-shelving materials.
Students may be required to work without immediate supervision for a portion of their shift.

Minimum Qualifications:

xperience with PC/Mac computer hardware and software, including Microsoft Office Suite.
amiliarity with printers, scanners, and copiers.
bility to provide excellent customer service to a diverse community of patrons.
trong communication skills.
ttention to detail and ability to multitask.
bility to adapt to a changing work environment.
bility to work both collaboratively and independently.

Preferred skills:
xperience / familiarity with Library of Congress call number classification system.
rior experience in a customer service or public service environment.

Examples of Duties and Responsibilities
ssist patrons by looking up and checking out library materials.
ssist patrons with questions regarding computer hardware and software.
nswer questions, troubleshoot, and resolve technical issues related to printers, copiers, scanners.
rocess returned items and re-shelve library materials.
nswer patrons' questions or refer them to the appropriate person, department or resource.

Start Date: May 19, 2025
Hours: Monday - Thursday-Friday (Shifts: 12pm-2pm & 11am- 2pm)

1. Describe any customer service work experience that you have, and how it would relate to this position.

2. Please provide an example of any experience you've had assisting others with technology, specifically with using copier/scanners, computers and software, and/or providing assistance in connecting to wireless networks.

3. What experience do you have doing research in **or** working in libraries? This experience can be as a student or as an employee.

Student Information Sheet
UMass Amherst Libraries

Date _____   Spire #: _____

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

Local Address _____

Phone _____   Email _____

Class of 20____ Major _____

Graduate Program Director

_____

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: ☐ YES ☐ NO