

## **SEL Circulation Desk Student Assistant**

### **Job Description:**

The students who staff the Service Desk serve as representatives for the libraries. They provide customer service to students, staff, and the general public, assisting them with a variety of tasks. They re-shelve library materials in the stacks and shelf-read.

We are seeking candidates who appreciate a working environment that allows them to be an independent, self-starter.

### **Job Duties:**

- Working at a public service desk;
- Checking materials out to patrons;
- Checking returned materials in;
- Answer questions regarding circulation and the library in general or referring them to the appropriate person;
- Assist patrons with the use of copiers, printer, and scanner;
- Assist patrons on how to use the online catalog for finding, requesting, or renewing specific items from the catalog;
- Sorting materials and making book trucks to be re-shelved;
- Shelf reading;
- Shelving materials;
- Assisting with projects as needed.
- General maintenance and cleaning of publicly used areas

### **Requirements:**

- Fluency in English language, both in speaking and comprehension
- Excellent in-person and telephone customer service skills
- Basic computer and clerical skills
- Reliability and punctuality
- Helpful attitude
- Attention to detail and ability to multitask
- Ability to lift at least 20 pounds

37.5 hours per week; \$15 per hour

### **To Apply:**

Click the **Application** button below.

**For questions, email Library Ally Roberts at alexandrearo@umass.edu and Imane Green at imanegreen@umass.edu.**

## Application Questions

1. Do you have any previous experience working in a library? If so, please tell us what your responsibilities were.
2. Please describe any previous customer service experience you have had.
3. Please describe any experience that involved handling, organizing, or stocking physical inventory and/or materials.
4. Please describe any prior experience that required working independently to carry on and complete assigned tasks.

## 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
<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