To apply:
 Read the job description carefully.
 Fill out the form below and save to your desktop.
  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.

Course Reserves Student Assistant, Access Services

Job Overview:

The Reserves department is responsible for providing access to assigned course material for UMass faculty and students in support of teaching and learning. We work with both physical books and media, as well as eBooks, articles, scanned book chapters and digital streaming media. Student employees are responsible for assisting with the processing of items for physical reserve in the library as well as assisting with the processing of digital reserve requests; working with Library software including Folio and Ares; and working with PDF and digital media editing software.

Student staff in all functional areas of Access Services (Stacks Management, Interlibrary Loan, Course Reserves) will be cross-trained to perform basic backup students staff duties across Access Services as needed to provide mutual support across these areas.

Duties

- Locate materials in the library stacks.
- Sort and process books and media for physical Reserves or delivery to other 5 Colleges
- Use Library specific software to assist with processing of library materials.
- Scanning of articles for e-reserves
- Assist with editing PDFs and encoding media for e-reserves.
- Customer service support for faculty and students.

Requirements:

- Basic knowledge of Microsoft Word and Excel required and familiarity using Adobe Acrobat preferred.
- Ability to follow instructions with a strong attention to detail.
- Works well and accurately with tight deadlines
- Works well in a team environment while also working independently.
- Excellent oral and written communication skills
- Excellent customer service skills
- Comfortable learning new technology.

Work Shifts:

Minimum of 10 hours/week. Summer employment availability as well as academic year preferred. Preferred candidates will be available to work more than one academic year. Qualified Work Study applicants will receive highest priority in hiring.

1.   Please describe your experience working with technology, including hardware (e.g. PCs, Macs, scanners) and software (e.g. Microsoft Office, Adobe Creative Suite). Please specify the level of your knowledge/skill (e.g. basic, considerable, proficient) for each of the areas you mention.

2.   Please describe any customer service experience you have had.

3.   Please describe your experience working as part of a team.

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