

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](mailto: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:**

- Experience with PC/Mac computer hardware and software, including Microsoft Office Suite.
- Familiarity with printers, scanners, and copiers.
- Ability to provide excellent customer service to a diverse community of patrons.
- Strong communication skills.
- Attention to detail and ability to multitask.
- Ability to adapt to a changing work environment.
- Ability to work both collaboratively and independently.

### **Preferred skills:**

- Experience / familiarity with Library of Congress call number classification system.
- Prior experience in a customer service or public service environment.

### **Examples of Duties and Responsibilities**

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

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
<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