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.**

Learning Commons Student Assistant

Start Date:

- Monday, February 3, 2025

Hours:

- Mondays, 7:00pm – 11:00pm
- Wednesdays, 10:30am – 1:30pm
- Thursdays, 4:30pm – 7:30pm
- Sundays, 7:00pm – 11:00pm

Description:

     The Learning Commons in the UMass Amherst Library seeks students with excellent communication, customer service, and problem-solving skills to join our team in the W.E.B. Du Bois Library. The Learning Commons supports various UMass populations in a user-centered environment with a strong commitment to diversity, equity, and social justice.

As part of the Learning Commons team, students will gain valuable skills working with UMass Amherst Libraries staff in a dynamic, engaging environment. This is a public-facing position at a service desk in a high-traffic area of the library.

Minimum Qualifications:

- Experience and/or interest in providing exceptional customer service.
- Strong communication skills.
- Ability to adapt to a changing environment and to 'think on your feet'.
- Ability to work both collaboratively and independently.
- Proficiency with computer hardware/software, including Microsoft Office and Google Docs.

Preferred Qualifications:

- Knowledge of the UMass campus and available on-campus services.
- Familiarity with printers, scanners, and copiers.
- Familiarity with library databases.

Examples of Duties and Responsibilities:

- Assist patrons with questions about the Learning Commons, library services and collections, and the campus under the guidance and supervision of Learning Commons Supervisors.
- Process loans for library materials.
- Answer questions, troubleshoot, and resolve minor technical issues related to computers, printers, copiers, UCard machines, scanners, and microform readers.

- Maintain cleanliness within the Learning Commons.
- Other duties as assigned.

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

2. We work with patrons with varying levels of computer skills. Please describe how your background and experience with common software and devices have prepared you to assist these patrons.

3. Is there any additional experience you have had that you feel would be helpful in this position?

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