



RESUME BUILDER for Library Student Workers

Objective

This resource attempts to simplify the translation of typical library student worker duties into applicable job skills that can be used across all professional careers. This is provided as a general guide and is meant to be adjusted based upon individual needs.

General Duties (SL=Suggested Language)

1. Assist staff with day-to-day functions

SL: Exceeded work demands including demonstrating respect for supervisors and coworkers, completing assigned projects on time, and taking responsibility.

2. Shelve library materials and assist with stacks maintenance.

SL: Maintained the organizational integrity of the library's physical collections by appropriately shelving materials using classification system and performing inventory review projects.

3. Help users navigate the library and locate resources in the stacks. Assist users with study room reservations. Provide media assistance as needed.

SL1: Instruct students, staff and community with library building navigation and discovery of resources.

SL2: Determined availability of study rooms and schedule students utilizing reservation software.

4. Assist with opening and closing the Library.

SL: Responsible for opening and closing library with library staff.

5. Special Projects. Examples include book displays, archives projects, statistical gathering.

SL: TBD by you.

Circulation Desk (SL=Suggested Language)

Provide quality customer service to library users. Charge and discharge materials using the automated circulation system.

SL1: Provided front line customer service to students, faculty and community through active listening and problem solving. Provided users with accurate information related to library services and general policies in person, online, and by phone.

SL2: Processed incoming and outgoing materials using an automated circulation system.

SL3: Worked as a team with fellow library assistants and supervisors to serve diverse populations.

SL4: Instructed individual students in basic research skills, including the selection and location of materials.

Research Help Desk (SL=Suggested Language)

1. Assist users with multi-function printers, computer workstation and laptops and accessing the wireless network.

SL: Acted as the primary troubleshooter of computer and technological issues. Assist, advise, and diagnose software, hardware and printing complications for students, faculty, staff, and community users.

2. Monitor printer and computer workstations to ensure equipment is working, stock printer paper and toner and report any problems that require IT assistance.

SL: Monitored and maintained all technology equipment including computer workstations and printers; troubleshoot problems when and before they occur and report urgent concerns to supervisor.

3. Provide quality customer service to library users seeking research assistance.

SL: Provided front line research assistance to students and faculty through active listening and problem solving. Directed users to resources and referred users to professional assistance when needed.

4. Detailed statistics recording for library's annual report.

SL: Conducted focused statistical reporting using analytical software.



For more information please contact:

Amelia V. Gallucci-Cirio Library

Hammond Hall, 3rd Floor

160 Pearl Street, Fitchburg, MA 01420

Phone: 978-665-3063

E-mail: circulation@fitchburgstate.edu

FSU Career Counseling & Advising Center

Hammond Hall, 3rd Floor

160 Pearl Street, Fitchburg, MA 01420

Phone: 978-665-3151