

**Sydney R. and Elsa W. Mason Library
The Paul H. Nitze School of Advanced International Studies
The Johns Hopkins University**

APPLICATION FOR PART-TIME EMPLOYMENT

**Please provide the following information, attach a recent copy of your resume,
and return to [Ruth Marie Stiegler](#) at the Library Circulation Desk.**

Date: _____

Name: _____ Preferred nickname: _____

Local address (if known): _____

Phone number: _____ E-mail
address: _____

Any visa/employment restrictions: F1 J1 None Other _____ *please check one*

1st year 2nd year MIPP PhD *please check one.*

How do you get to SAIS? Walk Metro Bus Drive _____

Why are you interested in a part-time position in the library?

What date (approximately) do you expect to be available if we offered you a job in the Library? _____

How many hours a week (minimum 10 - maximum 15) would you be interested in working? _____

Describe any jobs you have had involving customer service (library or non-library).

Do you feel that you function well in a hectic environment? Please provide an example.

How would you characterize your capacity for attention to detail?

The library relies on support staff primarily for evening and weekend hours. A weekend shift is required.

Are you available to work:

Friday after 4:00 pm? Saturdays? Sunday before 5:00 pm?

Many policies and procedures must be uniformly enforced by the staff to ensure the smooth operation of the library. Would you feel comfortable enforcing such policies to:

Your peers? Your friends?

Would you be able to give a commitment to employment in the library of (check one):

a semester an academic year longer

Library hours are: Monday -Thursday 8:30 am - 11:00 pm; Friday 8:30 am - 9:00 pm;
Saturday 10:00 am - 9:00 pm; and Sunday 11:00 am - 11:00 pm.

Please fill out the chart below in as much detail as possible.

- ◆ indicate below the hours of *all* classes you either *are* taking or *might* be taking.
- ◆ any other hours you would not be available to work.
- ◆ be sure to let us know of any schedule changes.

	Hours available	Hours not Available (class, etc.)
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

Please read and sign the following:

I understand that student assistants are expected to work during the final examination period. Schedules will be adjusted to avoid conflicts, but student assistants should plan ahead to work their usual number of hours at this time. I have also read the attached description of the Library's public service positions and agree to observe the guidelines for performance if hired.

Signature _____

Thank you for your interest in working in the SAIS Library.

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JOB DESCRIPTION

Duties of the student circulation staff include:

- ❑ Retrieve reserve materials, check them out and check them in.
- ❑ Reshelve and refile reserve file material.
- ❑ Check out books from the main stacks and from other libraries and check them in.
- ❑ Assist library patrons with photocopy machines and printers.
- ❑ Answer questions about and enforce library policy, including collection of fines
- ❑ Sort and resensitize carts of main stacks books for reshelving.
- ❑ Assist in opening or closing the library (depending on shifts worked).
- ❑ Refer problems and questions to the appropriate full time staff member.
- ❑ Other duties as assigned. These may include:
 - Help to process reserve materials
 - Retrieve books from the stacks for inter- and intra-library loan
 - Photocopy
 - Cut up forms

Qualifications and requirements include:

- Strong customer service orientation and interpersonal skills.
- Excellent attention to detail.
- Willingness to work evening and weekend hours.
- Previous library experience helpful but not required.

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SAIS LIBRARY PUBLIC SERVICES STAFF
PERFORMANCE AND CONDUCT GUIDELINES

Employment in the Library's circulation department places you in a highly visible position. You will be dealing with requests from people of varied age groups and diverse cultural backgrounds. As a member of the SAIS Library public services staff, we will expect you to observe the following guidelines:

Provide courteous, prompt service to library patrons, portraying a positive public image of the Library.

When more than one employee is on duty, be sensitive to sharing responsibility.

Be punctual, allowing yourself enough time to attend to any personal needs either before you are scheduled to be at work or during any break time allotted to you.

Obtain a substitute when you know you will be unable to work and be sure to notify the Circulation Supervisor.

Schedule socializing or any prolonged discussions for off-duty hours or break times. When having non-work related conversations with fellow staff members, please be sensitive to the length of these conversations, and the volume of your voice.

If you find yourself with nothing to do, please ask a full-time staff member if there are any tasks or projects you can help with. Personal work (reading, studying, laptop use, etc.) is discouraged unless all desk tasks are finished and the supervisor has no extra work for you.

While on duty, never leave the Circulation Desk unattended; alert co-workers when you need to leave the desk to assist someone.

Only on-duty library employees are allowed behind the Circulation Desk.

Limit eating to break time and confine it to locations away from the library's public service areas, or to the Dissertations Room. (The Dissertations Room is used for meetings, interviews, etc., so please be sure to clean up after yourself)! Drinking while at the Circulation Desk is acceptable if done with care so as to avoid spills.

Use library equipment (telephones, computers/printers, etc.) for library work only, not for personal reasons.

Turn off your cell phone while on duty.

Enforce the Library's rules courteously and refer anyone requesting an exception or expressing dissatisfaction to a full-time staff member.

*To summarize, please keep in mind at all times that **you** are molding the impression that library users have of the library. We ask that you conduct yourself in a way that would give you a positive impression if you were on the **other** side of the circulation desk!*

We have listed above some of the performance standards that we expect from you. We want you to know that you can expect the following from us:

Training (both initial and on-going) which is thorough enough to make it possible for you to perform the duties described above.

Communication both when we think you are doing well and when we think there is an area in need of improvement.

Communication whenever there is a change in library policy or procedure which you will need to know about.

Willingness to listen and respond whenever you have questions, concerns, suggestions, etc.