

# EMMANUEL D'ALZON LIBRARY NEWSLETTER



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*From the Director's Desk:*

Spring 2017

When you walk through the front door of the library, student workers are the people who will greet you at the Front Desk. Student workers are our ambassadors, our troubleshooters, and the ones who will help you find a book and check it out. They will refer you to a librarian if you have a research question they cannot answer. They will help you use the online system for scheduling a research consultation with a librarian or to reserve a group study room, or to request an item through interlibrary loan (ILL). Student workers staff the library during late evening hours when regular staff members have gone home, and do all the closing activities at 1:00am. When there is a weather closing at the College, our student-worker snow team is called into action and this group is able to open the library and staff it for student use. Student workers also perform work behind the scenes, such as scanning journal articles for ILL, packing ILL books to be returned to other libraries, shelving books, recording and shelving journals and newspapers.

Student workers comprise an essential component of our staffing model. It is always fascinating to learn about their hidden talents and varied backgrounds. Often enough, they are confronted with a unique service desk scenario that calls for mature judgment in a response. Their performance in these cases is a consistent source of pride for staff.

Congratulations to all our graduating student workers! We will miss you...

## *Graduates*



We'd like to extend a huge, "Thank you" as we appreciate all that you have done here at the library to help us keep our doors open each day.

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# Graduating Student Workers 2017

## Autumn Mongeon

*Worked at the Library for 2 years  
Major: Human Services*

Working at the library has given me an opportunity to interact with and help others. In addition, helping people find what they need for their research has helped to develop my problem solving and customer service skills. In a human services position, it is important to develop relationships with clients and to be able to figure out what each client needs; the skills I've developed at the library will better me in my field.



## Angel Harris

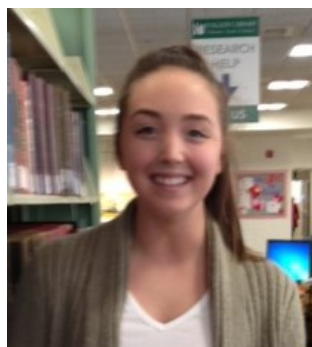
*Major: Criminology Minor: Studio Art*

Being able to work at the library has helped me gain new experience. I have learned that many factors contribute to make the library run smoothly and efficiently. The library has helped me connect with people from school and off school grounds. I have always loved books and being able to work with them as well as people has helped me immensely.

## Alex Butler

*Worked since Junior year at Assumption  
Major: History and Secondary Education  
Post Grad plan: Teach high school history*

I could not be more thankful to have gotten the opportunity to work with such a great group of people. I am reminded every day when I come to work of the friendly and generous community that Assumption has to offer, and the library is no exception. I now know how to locate and search for books and other resources in the library, which has proved to be more than helpful in my classes and for student teaching. I have enjoyed working at the library these past two years, and cannot thank the library staff enough for making work so enjoyable.



## Jessica Genatossio

*Worked at the library since January 2016  
Major: Organizational Communication*

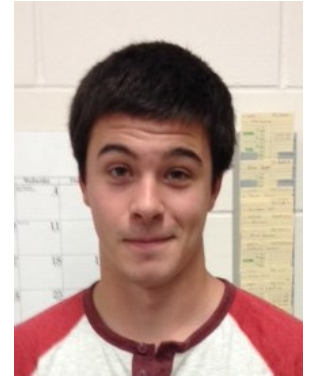
Having the opportunity to work at the d'Alzon Library has created not only memories, but skills that I will take away with me after graduation. Working at the library has provided me with additional skills in technology, as well as improving upon my communication abilities with students and with the library staff.



**John Guerra**

*Worked at the Library since the first week of my freshman year  
Major: Political Science*

I plan on attending either Boston College or Villanova for a Master's in American Government. While pursuing my degree, I plan on working as either a research assistant for these respective universities, or in a neighboring think tank. Either way, my time at the library has taught me important skills on how to research and track down information, which will help me immensely in my future. Plus, four years of closing shifts will prepare me for a lot of late nights to come.



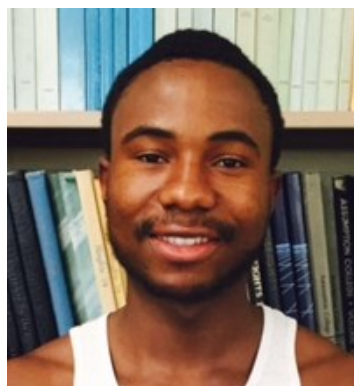
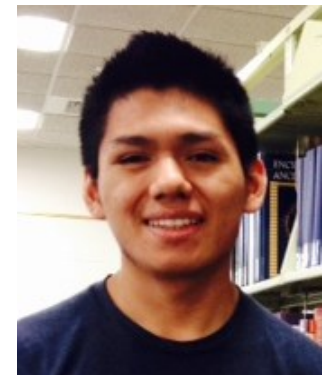
**Karl Jennings**

I've really enjoyed my time working in the library. I've made some wonderful mates and had some great moments: from working during a nor'easter to locking myself out of the library during closing times, there has never been a dull moment. I've learned patience, humility and that family is more than who you were born to; family can also be those who you work with because no one cares more about your wellbeing than a librarian does!

**Luis A. Perez**

*Front desk student assistant since spring semester of junior year  
Major: Criminology Minor: Sociology & Latin American Studies*

The commitment to my role as a student and service provider at Assumption College has helped me to balance my work ethic. Being a front desk student assistant at d'Alzon library has enabled me to improve my time management and customer service skills. Indubitably, these skills are imperative and will enhance my integrity of success in my future workplace.



**Rashidi Kibaba**

During my work experience at d'Alzon Library, I was fortunate enough to have experienced firsthand the different sides of what goes into being a front desk worker/interlibrary loan. Another valuable lesson I have learned during these two years was the many different types of work a desk worker has to perform, which in turn, has provided me with more insight into the different types of roles and responsibilities that I perform, as I currently work with people with different backgrounds.

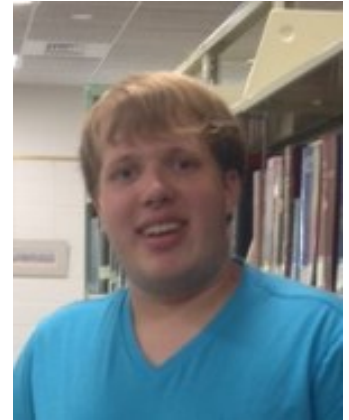
Reflecting back to my first day at d'Alzon Library, it was one of the most memorable days of my time at work. After being introduced to everyone, they welcomed me with open arms and went out of their ways to ensure that my time and work here at the library was a success. Every library staff was very open and happy for me to contribute as much as I wanted to, and all were open to any suggestions and ideas. This instantly made me feel comfortable and definitely made me feel as though I was part of the library staff FAMILY.

# Graduating Student Workers 2017

## **Matt Miller**

*Major: Music & History*

In my illustrious years working at the Emmanuel d'Alzon library I have learned many valuable lessons applicable for my post undergraduate career. The position has helped to foster customer relations and better interactions between the students and other patrons. Being able to assist others was a high point of the job. In addition, much of the technical knowledge learned at the library has actually been useful in my internship off campus.



## **Diana Waterman**

*Major: Biology*

*Post-Grad Plans: Assistant Education Coordinator at Southwick's Zoo*

My experience as a Student Worker at the d'Alzon Library gave me invaluable experience in customer service. Every job deals with customers in some form, and it was greatly to my advantage to have customer related work experience on my resume during my job search. As a student, I believe working in the library added structure to my schedule and helped me develop a strong work-life balance. I am excited to continue to use these organizational and customer service skills as I enter the working world.



## **Brigitta Steinbacher**

*Worked since: January 2016*

*Major: Marketing Minor: Psychology*

After working at the Library since the second semester of my junior year, I am surprised at all the skills I have gained. I am a Marketing Major and a Psychology Minor so you may not think that working at the library gave me any skills but it has had a tremendous impact. Working at the library has allowed me to strengthen my time management skills and multitasking skills. Being able to complete assignments and study for exams while working has greatly helped my academics since it is a carved-out time of my day to focus on my school work and not browse the internet. I truly appreciated the opportunity to work on my interpersonal skills while working at the desk and meeting all of the people that work here. As I am going into the business world in just a few short months, I know that what I learned while working here is going to push me forward against competitors and I am grateful for that.

