The Learning Commons Intern is a graduate student member of the User Experiences team in the User Services Division.

80% Learning Commons Intern
- Assist in developing cooperative relationships with campus, departments, organizations and academic programs.
- Establish best practices for customer-centered service point
- Support continual assessment of evolving user needs and adapt services appropriately.
- Assist in planning and developing services that enhance support of curriculum, research, and information needs for undergraduates.
- Promote and market the Learning Commons to students and the broader campus community.
- Provide excellent customer service in a professional manner and serve as a model representative of UWM and the Libraries.
- Develop social media content. Post responsible social media content on behalf of the UWM Libraries
- Aid in keeping university colleagues informed of new developments in Learning Commons space.
- Assist in creating and/or create instructional materials appropriate for use in instruction sessions.

20% Research Help Desk and reference services
- Provide effective user services for students, faculty and staff, and community members with diverse information needs.
- Learn to effectively use and assist with a wide variety of print resources and specialized databases.
- Participate in virtual reference services including Question Point 24/7.
- Lead tours of the Golda Meir library building.
- Participate in the User Services course-integrated instruction offerings (if so desired)

Qualifications
1. Demonstrated excellent English language skills (both speech and comprehension) and the ability to communicate effectively in –person, on the telephone, and in writing. Must be about to communicate clearly with persons for whom English is a second language.
2. Ability to fulfill duties and responsibilities with a limited amount of direct supervision (after appropriate training) and to complete assigned projects in a timely manner.
3. Ability to effectively interact with patrons and library colleagues in a positive and professional manner.
4. Ability to perform work in a multi-task environment, prioritizing needs for efficient and effective service.
5. Ability to adapt and learn both printed and electronic (online) resources.
6. Must be dependable, with a sense of responsibility and reliability.
7. Strong attention to detail and accurate output.
8. Willingness to learn and follow stated policies and procedures.
9. Interest in discovering and implementing innovative approaches to Learning Commons situations and information.

Desired
1. Candidates who will maintain graduate student status for the duration of the internship.
2. Experience assisting patrons, research utilizing a variety of different mediums.
3. Experience teaching in a classroom setting.
4. Basic microcomputer skills, including word processing and spreadsheets.
Academic Requirements/Student Status
Applicant must:
1. Provide proof of acceptance into a UWM SOIS graduate degree program.
2. Register for credit-granting UWM SOIS courses during the Fall and Spring semesters and maintain student worker-status.

Work Environment
Intern must be able to assist sit or stand for extended periods and escort patrons throughout the building.

Equipment
Personal computer, standard keyboard and monitor; printers; copier/scanner; telephone; basic office equipment

Training
User Experiences Librarian conducts the necessary training for the intern. The intern works closely with the User Experiences Librarian for on-the-job learning.

Supervisor/Evaluation
Intern works under the direct supervision and direction of User Experiences Librarian; and at the Research Help/Ask a Librarian desk under the direct guidance of the Intern and Fieldworker supervisor.

Hours
Intern will work approximately 24 hours per week for two semesters.

Salary
$11.00/hour

To Apply:

Email Letter of Interest and Resume to

Molly Susan Mathias, User Experiences Librarian
UWM Libraries
mathiasm@uwm.edu