The **Student Engagement & Outreach Intern** is a graduate student member of the User Experiences team in the User Services Division.

### 80% Student Engagement & Outreach
- Leads student-centered outreach initiatives and collaborate with other library students and staff, including marketing library events for students and community groups.
- Develop outreach programs that engage students with library resources and services.
- 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, developing, and assessing services that enhance the support of curriculum, research, and information needs of undergraduates.
- Promote and market the Daniel M. Soref 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 and post responsible social media content on behalf of the UWM Libraries.

### 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 able 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, reliability and initiative.
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 student engagement and outreach centered on the spaces in the Daniel M. Soref Learning Commons.
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 Team Lead conducts the necessary training for the intern. The intern works closely with the User Experiences Team Lead for on-the-job learning.

Supervisor/Evaluation
Intern works under the direct supervision and direction of User Experiences Team Lead.

Hours
Intern will work approximately 20 hours per week for two semesters.

Salary
$11.00/hour

To Apply:
Email Letter of Interest and Resume to
Molly Susan Mathias, User Experiences Team Lead
UWM Libraries
mathiasm@uwm.edu