

**UWM Libraries
User Services Division**

US INTERN: Position Description and Application Instructions

Title: User Services Intern

Department: UWM Libraries User Services Division

The User Services Intern is a graduate student worker of the User Services Division. Interns adhere to published policies, procedures, and guidelines for student employees of the UWM Libraries, and report to the User Experience Team Lead.

Responsibilities Include

(85%) Research Help reference and research assistance services; library instruction:

- Provide effective user services for students, faculty and staff, and community members.
- Learn to effectively use and assist with a wide variety of resources and specialized databases.
- Work independently on reference services and projects.
- Participate in library instruction sessions by co-teaching and/or lead teaching.
- Contribute to Research Consultation services with librarians in areas of subject expertise.
- Participate in virtual reference services for UWM/local chat reference.
- Provide weekend and evening service as scheduled.
- Lead tours of the Golda Meir Library building.

(15%) Special assignments and projects such as:

- Library guides and departmental web pages
- Departmental statistics collection and review
- Planning and organizing division and/or library events
- Library classroom support, scheduling, and setup
- Assist with general tasks in the Learning Commons and library classrooms

Qualifications

Required

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 or no 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. Basic computer literacy skills, including MS Office suite and Windows OS.
5. Dependable, with a sense of responsibility and reliability.
6. Ability to perform work in a multi-task environment, prioritizing needs for efficient and effective service.
7. Ability to adapt, learn, and assist users with both printed and electronic (online) resources.

8. Strong attention to detail and accurate output.
9. Willingness to learn and follow stated policies and procedures.

Desired

1. Candidates who will maintain graduate student status for full-year (Short terms considered, based on overall applicant pool.)
2. Experience in the use of online catalogs and library databases.

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.
3. Be available to work one evening (currently 5:00pm to 8:00 pm)* per week and contribute to a student worker rotation to staff the Research Help Desk.

Work Environment

The majority of work hours will be in the Daniel M Soref Learning Commons at the Research Help Desk, which is equipped with a computer, telephone and tall drafting chair. Intermittent project hours will be at the Intern office cubicles, equipped with computers. Intern must be able to sit and stand for extended periods and lead tours. Interns must be able to assist with collection maintenance including occasional shelving, shelf reading, and shifting of print resources, and assist with standard office equipment. Qualified individuals with disabilities are encouraged to apply and reasonable accommodations will be provided.

Reasonable Accommodations

UWM provides reasonable accommodations to qualified individuals with disabilities who are employees or applicants for employment. Employment opportunities will not be denied because of the need to make reasonable accommodations for a qualified individual with a disability.

Training

New Interns will have extended training and onboarding opportunities. Interns will have the opportunity to work with librarians for on-the-job learning, and informational sessions are setup by various User Services Librarians to ensure a working knowledge of building operations and other specific questions. Special projects are done under the supervision of the librarian who requires the intern's assistance.

Evaluation

Interns will be evaluated at the end of each semester to receive both written and oral feedback. A positive evaluation is required to maintain employment.

Hours

Interns work approximately 20 hours per week for one year. One set evening shift (5-8pm M-Th)* is required, but the work plan is flexible and will accommodate most SOIS class schedules. Every effort will be made to accommodate individual scheduling requests.

Salary

\$11.00/hour

For more information on the User Services internship or field work positions please contact Molly Susan Mathias, MA/MLIS User Experiences Librarian. mathiasm@uwm.edu 414-229-6204

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