UNIVERSITY OF MARYLAND LIBRARIES
Graduate Assistant (GA) Position Description 2013-2015

Check one: Faculty_____ Exempt _____ Non-Exempt _____ Other _X_

Date Prepared: April 30, 2013
Division: Public Services

Prepared by: Maggie Cunningham
Department: User Education Services (UES)

Reports to: Department Head
Position Title: Graduate Assistant for UES

NATURE OF THE WORK:

The University of Maryland Libraries (http://www.lib.umd.edu) serves the College Park campus, the flagship of the University System of Maryland. User Education Services (UES; http://www.lib.umd.edu/ues/), a public services department, designs, coordinates and teaches an extensive library instruction program for first-year college students. Within a team environment and under the direction of the department head, the Graduate Assistant will work 20-hours per week and serve library users and staff in a variety of capacities. This includes: managing several important administrative processes; teaching information literacy classes; providing information and reference assistance either in-person or virtually; assisting in the creation and maintenance of general user guides, intranet and public web pages and forms. This position assists the department head with the day-to-day work of the department. Manages other duties and completes special projects as assigned.

DUTIES AND RESPONSIBILITIES:

1. Administrative Assistance:

Coordinates the scheduling process of some library instruction programs for undergraduate students. This includes:

   • Scheduling instruction sessions and reserving instruction rooms;
   • Preparing a final teaching schedule for distribution;
   • Building and maintaining online reservation forms;
   • Managing requests and following up with course instructors;
   • Compiling and analyzing assessment measures as assigned;
   • Assisting in updating instructional materials (handouts, web pages, teaching scripts, etc.);
   • Preparing year-end spreadsheets on UMUC’s usage of MCK instruction labs;

Coordinates the Libraries’ participation at various campus events by:

   • Calling for library staff volunteer participation at campus events;
   • Preparing and distributing an attendance roster;
   • Updating, producing, preparing handouts and promotional giveaways;
   • Setting up and breaking down Libraries’ presence at events (i.e. event table);
   • Following up with ‘thank you’ acknowledgements to volunteers;
2. **Teaching:**

Teaches a variety of library instruction session for first year undergraduate students aimed at orienting them to the Libraries’ services and resources. This may include teaching and/or training instruction librarians and library staff in the use of technology for teaching and assessment. As directed, creates and maintains instructional materials in a variety of formats for students and staff.

3. **Information / Reference Assistance:**

Provides in-person information and reference assistance for library users at the McKeldin Library Information/Reference Desk, a busy public service point at the campus’ main library. Provides virtual information/reference assistance to users through the Libraries’ CHAT service. Assists users in the use of equipment which may include microfilm readers and printers, photocopiers, scanners, etc.

4. **Technical Assistance:**

Maintains McKeldin Library’s three instruction labs in good working order. Assists in troubleshooting technical problems experienced by instructors. Keeps ‘how to use’ manuals and web pages up-to-date. Provides training in the use of these teaching spaces.

5. **Other Duties and Responsibilities:**

Anticipates supervisor’s course of action when absent and facilitates problem resolution. Manages a variety of other duties and projects as assigned by the department head.

**PHYSICAL DEMANDS:**

Needs dexterity and endurance to work at a computer. Physical and mental endurance to teach multiple and sometimes successive instruction sessions. Adequate physical mobility to retrieve and handle instruction materials, and to operate presentation equipment to ensure that sessions run effectively.

**SUPERVISORY RESPONSIBILITIES:**

None.

**EDUCATION:**

**Required:**
Enrolled in the MLS Program at the University of Maryland’s iSchool (i.e., College of Information Studies).

**Preferred:**
Advanced degree in English or other related subject area.
QUALIFICATIONS:

Required:

Excellent command of the English language both verbally and in writing.

Ability to make effective presentations by teaching users about library services and resources either in a lab/classroom setting or one-on-one at the Reference/Information Desk.

Excellent time management skills; able to effectively manage concurrent tasks and projects to meet deadlines.

Excellent interpersonal skills; able to work independently and in a team environment.

Excellent computers skills; able to effectively use MS Office Suite (e.g. Word, Excel, etc.).

Excellent customer service skills within a diverse fast-paced environment; able to project a professional image of the department and Libraries to the campus community.

Experience working in an office environment.

Service: 2 year appointment starting August 2013 and ending May 2015.

Hours: 20 hours per week (part-time).

Stipend: Contact the University Libraries’ Human Resources office for stipend amounts: http://www.lib.umd.edu/hr/home

Benefits: Tuition remission and medical, dental, vision and prescription coverage.