

**UWM Libraries  
Research & Instructional Support Department**

## **RIS INTERN**

### **Position Description and Application Instructions**

**Title:** RIS Intern

**Department:** UWM Libraries Public Services Division, Research & Instructional Support Department

The Research & Instructional Support Department (RIS) Intern is a graduate student member of the RIS Department. The position serves under the primary supervision of the Head of the Department, and will be paired with a RIS librarian who serves as mentor.

#### **Responsibilities Include**

(85%) Ask a Librarian reference and research assistance services; library instruction

- Provide effective user services for students, faculty and staff, and community members with diverse information needs. Provide weekend and evening service as scheduled.
- Learn to effectively use and assist with a wide variety of print resources and specialized databases
- Participate in virtual reference services including "Ask Away" (statewide), OCLC Question Point 24/7 (national) and IM (UWM/local) chat reference services.
- Lead tours of the Golda Meir Library building and it's new Daniel M Soref Learning Commons
- Participate in preparation and/or teaching of library instruction sessions
- Contribute to Research Consultation services for undergraduates and/or in areas of subject expertise

(15%) Special assignments and projects such as:

- Library classroom support, scheduling, and laptop lab setup
- Library guides, handouts, and departmental web pages
- Collection management, including evaluation of potential new sources, collection review, and *ad hoc* maintenance of print collections
- Departmental statistics collection and review
- Assist with general maintenance of the Learning Commons and assist users with standard office equipment
- Adhere to published policies, procedures, and guidelines for student employees of the UWM Libraries.
- Report to supervisor any problems/concerns and work to achieve satisfactory resolution.

#### **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, learn, and assist users with both printed and electronic (online) resources.
6. 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.

#### **Desired**

1. Candidates who will maintain graduate student status for full-year, through August 2010. (August 2010 graduates will be considered based on overall applicant pool.)
2. Experience in the use of online catalogs and library databases.
3. Basic microcomputer skills, including word processing, and spreadsheets.
4. Knowledge of the Library of Congress Classification System.
5. Successful completion of (or current enrollment in) L&I Sci 510, "Introduction to Reference Services and Resources" *or* L&I Sci 571, "Information Access & Retrieval".

## **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 9:00pm)\* per week and contribute to a student-worker weekend rotation (currently Saturday 10am-5pm **or** Sunday 1-9pm)\* each semester.

## **Work Environment**

The majority of work hours will be in the Daniel M Soref Learning Commons or the Intern-Office cubicle. Intern must be able to sit and stand for extended periods and escort patrons throughout the building. Intern must be able to assist with collection maintenance including occasional shelving, shelf reading, and shifting of print resources, be able to move a full book cart and lift 25 pounds, and assist with standard office equipment.

## **Equipment Used to Perform Essential Job Functions**

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

## **Training**

New RIS Interns must attend the (paid) RIS Orientation & Training Day, **Thursday, August 27, 2009**, and will receive a detailed orientation packet. Interns work closely with RIS librarians for on-the-job learning, and informational sessions are scheduled with librarians throughout the year to discuss specific job responsibilities and subject areas of expertise within the UWM Libraries. Special projects are done under the supervision of a librarian. Interns are paired with a RIS librarian who serves as a mentor.

## **Supervisor/Evaluation**

Interns work under the general direction of the Head of the Research & Instructional Support Department and under the direct guidance of the librarian on duty in the Learning Commons as scheduled. Interns will be evaluated throughout the year to receive both written and oral feedback. A positive evaluation is required to continue with the Internship.

## **Hours**

Interns work approximately 20 hours per week for one year. One set evening shift (5-9pm M-Th)\* and rotating weekend shifts (Saturday 10am-5pm **or** Sunday 1-9pm)\* are 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

## **To Apply**

1. Obtain an application form at the UWM Libraries Personnel Office, Room E157 Golda Meir Library.
2. Return the completed application, resume, transcript, and documentation of acceptance into the UWM SOIS Master's degree program to:  
UWM Libraries Personnel Department  
University of Wisconsin-Milwaukee  
P.O. Box 604  
Milwaukee, WI 53201

You may bring your application materials to the UWM Libraries Personnel Office, E157 Golda Meir Library.

For more information on RIS intern or field work positions please contact  
Linda Kopecky, Head, Research & Instructional Support Department, via e-mail at [lkopecky@uwm.edu](mailto:lkopecky@uwm.edu)

*\* hours subject to change*