

Ebling Library Project Assistant

The Ebling Library serves the health sciences community on the University of Wisconsin-Madison campus including the Schools of Medicine and Public Health, Nursing, Pharmacy, and the UW Hospital. Located at 750 Highland Ave on the west end of the campus, Ebling Library is on the second and third floors of the Health Sciences Learning Center.

Ebling Library welcomes qualified candidates to apply for the newly created project assistant (PA) position. This PA will work with the public services staff to provide excellent customer service and support to the students, staff, and faculty of the health sciences community as well as the public.

Description

40% PA: approximately 16 hours/week during Ebling Library's open hours Mon – Fri

Includes

- Tuition remission
- Monthly stipend (Approximately \$26/hr)
- Health benefits / insurance
- Vacation and holiday pay
- Sick leave

The ideal candidate will be interested in working directly with library patrons. They will work in teams and also independently. They will gain valuable skills in supervision and management, reference and instruction as well as project and time management. The successful candidate will have excellent communication skills that will be further developed in this role.

Responsibilities (training provided)

- Service Desk co-management (40%)
 - Along with other service team managers, help supervise student staff at the service desk
 - Assist with training of student staff
 - Perform service desk actions
 - Act as a substitute at the Service Desk as needed
 - Act as the front line of reference services
- Reference and instruction (40%)
 - Assist with reference services via phone, chat, email, and in-person
 - Assist with instruction services such as workshops, LibGuides, tutorials

- Consumer health (10%)
 - Maintain the Consumer Health LibGuide
 - Help answer consumer health questions

- Occasional reference and instruction projects (10%)
 - LibGuide maintenance
 - Updating training documentation
 - Other projects as needed

- Participate in meetings as needed (approximately 3 hours / month)

Qualifications

Required:

- Current iSchool graduate student
- At least two semesters of work as an Ebling Library reference assistant
- Excellent communication skills
- Microsoft tools proficiency
- Available August 23, 2021 through May 22, 2022

Preferred:

- Experience with Alma and library catalogs
- Customer service experience
- Experience working in both a team setting and independently
- Interest in health sciences libraries, academic libraries, or working with the public

Please send cover letter and resume and any questions to Lia Vellardita, lia.vellardita@wisc.edu

Deadline to apply: May 28, 2021

Anticipated start date: August 23, 2021

Anticipated end date: May 22, 2022