I. DEPARTMENT: University Libraries, Research and Instructional Services

II. POSITION: Research and Instructional Services Graduate Assistant

III. CLASSIFICATION: Graduate Assistant

IV. JOB PURPOSE:
This position works with the Research and Instructional Services (RIS) Department to facilitate the use of both traditional and technological resources to deliver instruction. S/He will work with the Instructional Services, Government Publications, and Learning Commons teams under the RIS Department on a variety of projects. A special focus of this position is on developing ways to deliver instruction to users in an “anytime, anywhere” environment. The Research and Instructional Services Graduate Assistant will use available and emerging technologies that might include LibGuides, Camtasia, Adobe Connect, Twitter, Facebook, SurveyMonkey, Qualtrics, etc.

V. DUTIES AND RESPONSIBILITIES
A. Collaborates with Research and Instructional Services personnel to collect information on how the Libraries can use technology to assist users.
   1. Develops a survey to determine what technologies U of M patrons are using and what they would like the Libraries to have (would be administered in the Fall)
   2. Surveys online classes to determine if and how the Libraries is being (or could be) used through these classes
B. Collaborates with Research and Instructional Services personnel to examine various technologies for possible inclusion on the Libraries’ webpage and/or through other venues.
   1. Explores Camtasia and other screen-capturing software and creates brief online tutorials for basic library functions
   2. Examines apps that would be beneficial for the Libraries to use
C. Assists with the preparation and distribution of instructional materials.
   1. Posts tutorials on Libraries webpage and/or on LibGuides and tracks usage
   2. Works with Libraries faculty to create LibGuides that benefit undergraduates and graduates
   3. Assists with preparing materials for special group visits and instruction sessions
D. May assist with conducting library tours and/or basic user instruction.
E. Assists with the evaluation and assessment of Research and Instructional Services programs and activities.
   1. Assists with administering and analyzing surveys and/or evaluations of instructional programs and services
   2. Examines the Libraries from a graduate student perspective and makes recommendations on ways that information might be better promoted to graduate students
   3. Aids Research and Instructional Services personnel with new evaluation and assessment projects
F. Works approximately one third of the time for the Government Publications and for the Learning Commons areas of Research and Instructional Services on projects as needed.

VI. SKILLS AND EXPERTISE REQUIRED
1. Strong oral and written communication skills
2. Comfort and dexterity with using computer hardware and software to accomplish work
3. Interest in exploring and implementing the use of Web 2.0 technologies in a user centered work environment
4. Ability to work independently or as a part of a team
5. Experience using standard production software in a work setting
6. Must be self-directed and able to accomplish work in a timely manner with minimal supervision
7. Must be dependable and reliable

VII. DIRECTION RECEIVED
   Reports to the Head of Research and Instructional Services

VIII. DIRECTION GIVEN
   May guide work of undergraduate student assistants

IX. WORKING CONDITIONS
   Technologically-oriented academic research library with some similarity to an office environment. Position includes interaction with the general public. Position requires some standing, walking, reaching, and long periods of computer use. Incumbent must be able to bend, stoop, lift up to 30 pounds. Responsibilities may require that the incumbent push and/or pull wheeled book trucks weighing up to 300 pounds.

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