Job Title: Academic Assistant: Joint Koerner Library Reference Desk and UBC Library Research Commons

Position Classification: Researcher/Professional

Job Description:
We are looking for a UBC iSchool student with strong public service, teaching and IT skills to join our team in a unique joint position supporting the Koerner Reference Desk and the UBC Library Research Commons. The UBC Library Research Commons (RC) is located within Koerner Library and provides a welcoming, interdisciplinary research-driven learning environment for graduate students and Faculty. Our service model is peer-support, offering workshop and 1-1 assistance by graduate students for graduate students; the duties performed by the Graduate Peer Assistants are an integral part of the library’s service model. These positions are a vital component to the service that the library provides to its users by creating an outstanding educational experience for UBC graduate students and improving graduation rates.

For the Koerner Reference Desk portion, the Academic Assistant works with HSS librarians to offer research and reference assistance to faculty, students, staff, and the public either in person at the Koerner Library reference desk or by phone and email.

For the Koerner Research Commons portion, the Academic Assistant will offer 1-1 consultations and help develop and deliver workshops to fellow graduate students on one of Thesis Formatting and Citation Management team.

Students will develop a diverse range of personal and professional skills and abilities ranging from intermediate to advanced complexity.

Organizational Status
Reports to the Managing Librarian for the Research Commons under the supervision of subject librarians in Koerner Library. Works in cooperation with other peer graduate student instructors, UBC librarians, and other departments and graduate student groups on campus.

Duties and Responsibilities:
The Graduate Academic Assistant for Koerner Library Reference Desk and UBC Library Research Commons will have duties as follows:
Koerner Library Reference Desk
- provide one-on-one research consultation to library patrons in the Humanities and Social Sciences disciplines either in person at the Koerner Library reference desk or by phone and email
- teach the use of research resources such as electronic journals, indexes and databases, current awareness services, bibliographic management software and electronic/print resources
- create, edit and update Research Guides on subjects as assigned

Research Commons
- participate in the development, design, and delivery of in-person workshops to support regular RC workshop programming and one-off faculty requests
- offer one-on-one consultation services to assist students with Citation Management/Thesis Formatting
- develop and maintain qualitative analysis software support guides and resources on the RC web site, in collaboration with the relevant subject librarians
- promote and market RC programs to graduate students and other stakeholders using traditional communication and social media tools
- participate in regularly scheduled RC project team meetings, RC GAA training program and ongoing learning opportunities
- be familiar with Library and campus Learning Support Services available for graduate students, including Faculty of Graduate and Postdoctoral Studies and the Graduate Pathways to Success Program [GPS], and refer users accordingly
- participate in the check in regularly with supervising librarians and the RC Program Assistant regarding RC service priorities, scheduling, promotion and assessment
- foster a welcoming, research-driven, interdisciplinary learning environment for graduate students and faculty

Goals of the Program
The Academic Assistant positions are a vital component to the service that the library provides to its users by creating an outstanding educational experience for UBC graduate students and improving graduation rates. The duties performed by the Academic Assistants are an integral part of the library’s service model. The positions provide on the job training for UBC iSchool students in core and emerging areas of library and information science and provide the students with desirable job skills for their future positions.

Qualifications:
**Education & Experience:**
- Currently enrolled MLIS or joint MLIS/Archives student in UBC’s iSchool
• Applicants must have completed the MLIS Core program
• Familiar with the UBC Library system and its online resources
• Teaching experience, preferably in an academic setting
• Experience in one-on-one teaching or peer support – for example, in a writing centre or tech support – would be an asset

Skills and Qualifications
• Aptitude in multiple operating systems and platforms (i.e., Mac OS, Windows)
• Ability to learn new technologies quickly
• Keen eye for detail
• Excellent communication, analytical, problem solving and interpersonal skills
• Ability to work independently and in a collaborative team environment
• Excellent analytical, problem solving, and interpersonal skills
• Excellent communication skills: professional email/phone correspondence, public speaking and presentation proficiency
• Ability and willingness to work both independently and as part of collaborative team with students and staff
• Adaptable and flexible in a changing environment
• UBC iSchool students who are a good fit for this position have a demonstrated interest in exploring, learning about and sharing information about information technology and its use in libraries

Preferred Qualifications
• Experience with web content management tools and/or LibGuides
• Experience using social media tools and techniques to build community and awareness
• Experience with web content management tools Wikimedia and WordPress, or other CMS applications, would be an asset

Salary and Hours
$21.00/hour, 5-10 hours per week.
The term of this position will be December 7 – April 30, 2019 (with possibility of renewal). Orientation and training will be given prior to starting in this position.

To Apply
Apply by email to: research.commons@ubc.ca by submitting a (1) Cover Letter; (2) Resume; and (3) Term 2 class schedule in a single Word or PDF document by 11:59pm on December 1.