

Miami University
Instructional Materials Center / Government Information & Law
Graduate Assistant Job Description

Position Concept:

The Instructional Materials Center (IMC) / Government Information & Law (GIL) Department offers graduate students a unique opportunity to learn more about resources available to K-12 professionals, Government Documents and Law Materials, videos, and bound periodicals while developing customer service skills. The position is a full assistantship, requiring twenty hours of work per week. Most of the graduate assistant's time will be spent completing projects assigned by the IMC & GIL librarians, assisting patrons at a busy service desk, and working with the library's microform collections. The Graduate Assistant reports to the IMC & GIL librarians during the day and the GIL Senior Library Technician on evenings and weekends.

Responsibilities:

- Maintain necessary content, policy and technical knowledge to provide exceptional customer service and bibliographic assistance to a variety of patrons (students, faculty, staff) in-person or via telephone.
- Staff the service desk, including evening and possible weekend hours. Assist with circulation duties and be prepared to help resolve complex issues or know when to refer them to the full-time day staff.
- Know how to locate, retrieve and circulate all resources in the department.
- Work on projects as assigned by full-time IMC/GIL staff.
- Process new microform materials.
- Perform basic micro-machine maintenance.
- Retrieve IMC/GIL materials from Alumni Storage.
- Develop a high level knowledge of the library catalog, OhioLINK, indexes and databases, and other information sources.
- Know when and how to refer questions to other full-time staff.
- Retrieve and process Interlibrary Loan requests.
- Supervise undergraduate student staff when full-time staff are not present
- Assist with digitization of videos.

Position Qualifications:

The graduate assistant position in Instructional Materials Center/ Government Information & Law will meet all university requirements. A background in education or literature and enrollment in a current School of Education program are preferred, but not required. Good oral communication skills, ability to work in a team, time management skills and a strong customer service focus are essential. Library experience is desired. This position is a one-year contract, with an option for a second year contingent upon performance and funding.

Revised 07/16/07 by Frances Yates, Jean Sears, Mary Hubbard