Position #: P00007723
UM Classification: Library Supervisor
Position Title: Peer Research and Learning Coordinator
Department/Unit: Richter Library Learning & Research Services
Reports to: Lauren Fralinger
Date: March 15, 2019

SUMMARY

Work schedule: Full time, Monday through Friday. Some flexible hours are required.

Reporting to the Education Librarian, the Peer Research and Learning Coordinator is responsible for the day-to-day supervision and training of the Peer Research Consultants (undergraduate and graduate students) working in the UM Libraries’ Learning Commons, working collaboratively with fellow Information Specialists, and providing an approachable and welcoming environment for students and other library patrons. Actively refers patrons, as needed, to Learning Commons’ partner services, including the Writing Center and the Cammer Center for Academic Resources. Duties also include working with liaison librarians on projects, providing research assistance in the use of electronic and print information resources, providing basic computing support to patrons, answering information, research, and computing questions received in person, by telephone, via email, or chat. Participates in ongoing cross training with Access Services Department and other Learning Commons’ partners.

ESSENTIAL DUTIES & RESPONSIBILITIES include the following. Other duties may be assigned:

Manage Peer Research Consultant Program
- Supervise student employees in the Peer Research Consultant Program.
- Participate in Peer Research Consultant hiring and onboarding.
- Promote a welcoming and collaborative customer service environment among the Peer Research Consultants in the Learning Commons.
- Schedule and approve hours for Peer Research Consultants.
- Contribute to the development of training, policies and procedures for the program.
- Gather data and prepare reports of research consultation activity in the Learning Commons.
- Attend biweekly Learning Commons Partners Meeting.

Provide information and research assistance
- Provide assistance with patron queries requiring extensive knowledge of general library services, collections, policies, and systems.
- By asking follow-up questions, determine patrons’ informational needs.
- Provide research assistance for the library’s online catalog and electronic resources.
- Answer directional and informational questions.
- Make referrals to liaison librarians for more specialized research assistance.
• Provide referrals to and basic information about other Learning Commons services, including the Writing Center, Camner Center for Academic Resources, Math Lab, and Creative Studio.

• Provide support for the Learning Commons computing by:
  - Maintaining strong knowledge of productivity and specialty software.
  - Reporting network issues.

Participate in routine operations and special projects of Richter Library Learning & Research Services
• Compile and present both routine and custom statistics.
• Update departmental web pages.
• Conduct orientation sessions and tours.
• Inventory and order office supplies for the department.
• Attend departmental meetings and write reports as required.
• Participate in library committees and task forces as needed.

Required qualifications
• Two years of experience working in academic or public libraries.
• Supervisory experience.
• Excellent customer service skills.
• Proficiency and troubleshooting experience in Windows operating system and Microsoft Office productivity software.
• Strong self-motivation and team player.
• Ability to work in a changing, progressive environment.

Preferred qualifications
• Bachelor’s degree.

Applications should be submitted here.