**Title:** Virtual Knowledge Market Assessment Specialist, University Libraries

**Terms:**

The University Libraries is seeking a graduate assistant to participate in and monitor the launch of the Virtual Knowledge Market’s synchronous consulting feature, conducting assessment of the virtual services to ensure they meet the needs of students on campus. The position is full-time (20 hours per week) for one academic year, beginning August 27, 2020 and ending April 30, 2021. This position is for a full-time graduate assistant and would include a $4,000 stipend and 18-credit hour tuition waiver.

**Responsibilities:**

1. Complete a two-day orientation and attend five 50-minute workshops per year (7%)
2. Consult with students face-to-face and virtually to assist with research questions (20%)
3. Visit classrooms alongside liaison librarians to provide hands-on support for student researchers (2%)
4. Facilitate two town halls to solicit consultant feedback about and explore characteristics of our new virtual consulting services (1%)
5. Design a research project answering the following questions (70%):
   1. Service assessment: (1) How helpful is virtual consulting in the Knowledge Market compared to other similar support structures? (2) How could we improve virtual consulting in the Knowledge Market? (3) What are students’ favorite features about virtual support? What would students like to change about our model? (4) How can we improve the accessibility of virtual support in the Knowledge Market?
   2. Staffing and training assessment: (1) When do students most often use virtual consulting support? Why? (2) Are we adequately staffed during launch year? Do we need to make any future changes to staffing to support virtual consulting? (3) Are the staff confident in their abilities to support students online? (4) How can we improve training to support consultants who provide virtual consulting?

This assistantship will be a valuable experience for the selected candidate:

1. This graduate assistant will build **interpersonal skills** like empathy, active listening, adaptability, and timely decision-making through coordination with peers and administrators in the Knowledge Market.
2. **Collaboration skills** will also be fostered through working with others within the same discipline and related disciplines, building a shared vision, dividing work, and adapting to the needs of others.
3. Along with the above-mentioned skills, this graduate assistant would develop **problem solving skills** in two manners: (1) service operations logistics and staff environment and (2) data configuration and interpretation. Not only will this GA be responsible for adapting to quick, unexpected changes of staff or space when consulting, they will also have to adapt quickly to data realizations regardless of bias or hypothesis.
4. The graduate assistant will build **academic skills** through their training and work as a research consultant. Specifically, they will improve their own abilities in information literacy, critical thinking, reading, genre awareness, and digital literacy.
5. Furthermore, the graduate assistant will build **personal skills** through their exposure to diverse experiences, seeing their contributions to innovations at GVSU, and developing a sense of worth/self-efficacy as students and community members.
6. The graduate assistant will also learn **professional skills** through mentoring relationships with administration, liaison librarians, and other educators at GVSU; designing and implementing a research project; and assessing and analyzing service performance.

**Qualifications:**

* Full-time graduate student at Grand Valley State University (students from all graduate programs are encouraged to apply)
* Minimum GPA of 3.0 (transfer or current) and good academic standing
* Ability to work 20 hours per week
* Excellent interpersonal skills
* Strong organizational skills
* Ability to work independently and collaboratively

**Preferred qualifications:**

* Experience with assessment and/or study design
* Experience with peer mentorship

**Work Station:**

The graduate assistant will be provided with a work station in the Mary Idema Pew Library and will also have access to basic office equipment including a computer.

**Orientation:**

The graduate assistant will be required to attend a two-day orientation on August 26 and August 27 at the Mary Idema Pew Library. They will have an additional meeting with the Knowledge Market Manager and Digital Student Experience Specialist at the University Libraries at the beginning of the fall semester to plan their assessment project.

**Supervision:**

The graduate assistant will be supervised by Jennifer Torreano, Knowledge Market Manager. The graduate assistant will meet with their supervisor weekly for guidance and feedback, and formal reviews will take place twice per semester. Performance will be assessed based on feedback from consultations, execution of the assessment project, and collaboration with others on the Knowledge Market team.

**Selection Process:**

* Each applicant is required to submit a completed application, a resume and cover letter, and a faculty recommendation which can be from any institution previously attended. The application can be found [here](https://www.gvsu.edu/library/km/research-consultants-7.htm).
* Application materials will be assessed via blind review process by the Knowledge Market Manager, Digital Student Experience Specialist, and lead research consultants. Materials will be evaluated for: (1) Empathy and understanding of students’ learning experiences, (2) Curiosity and creativity in the research process, (3) Clarity of written communication, (4) Interest in peer mentorship, (5) Experience with or understanding of assessment techniques, (6) Strength of recommendation from faculty member. Each applicant will be interviewed by the Knowledge Market Manager and Digital Student Experience Specialist with predetermined questions related to the qualifications and skills required for the position. Reference checks will take place before an assistantship is offered to the selected candidate.

**Contact Information:**

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