DATE: October 1, 2012  
TO: All Library Departments  
FROM: Jeff Banks  
Head, Library Human Resources Department  
SUBJECT: Position Vacancy (PSB 9825)  

**TITLE:** Graduate Assistantship  
(Half-time)  

**HOURS:** Variable, 20 hours per week  
Must be able to work a flexible schedule  
to assist in covering library service hours.  

**DEPARTMENT:** Reference  

**STIPEND:** $15,250 per year ($1,270.83 per month); plus waiver of tuition (but not fees)  

**DATES:** November 5, 2012 (tentative start date) - August 16, 2013 (with possible renewal)  

**MINIMUM QUALIFICATIONS:** Enrollment in the Graduate School, technical experience with smart phones and other mobile devices used by students and faculty, proficiency with Blackboard, and excellent customer service focus. Applicants whose native language is not English must demonstrate competency in spoken English by submitting a test score of at least 7 on the International English Language Testing System (IELTS) speaking subtest, at least 50 on the Test of Spoken English (TSE), at least 26 on the Internet-based Test of English as a Foreign Language (TOEFL) speaking subtest, "pass" on the University's Spoken Language Proficiency Test (SLPT), at least 71 on the speaking portion of the Pearson Test of English (PTE) -- Academic, or 50 on the University's SPEAK test. (Although the SPEAK test is no longer offered, official results from it will still be accepted.) Test information (dates, registration, costs, etc.) can be found at [http://test.uark.edu/](http://test.uark.edu/).  

**PREFERRED QUALIFICATIONS:** Experience with using a broad range of research-related electronic resources, demonstrably good searching skills, and experience with participating in online or hybrid learning experiences. Knowledge about the remote access needs that might arise for students and faculty at the Global Campus, Study Abroad, and the Clinton School.  

**DESCRIPTION:** Provide technical support to distance users connecting to the Library’s electronic resources through the online catalog, including interface issues with mobile devices and other connection issues. Provide technical support to Library faculty presenting online instruction through video products, such as Blackboard Collaborate, ECHO 360, Camtasia, or other emerging technologies. Assist instruction Librarians with creation of video tutorials. Assist subject librarians with the construction of LibGuides, such as identifying video resources or preparing bibliographies. Assist librarians with preparing material for inclusion in Blackboard. Assist librarians with usability tests of Web pages for distance users. Assist librarians with answering patron inquiries on using ADA assistive technology. Assist librarians with promoting library services for distance learners through social media. Refer to subject specialists questions regarding content and search assistance. Report to the Head of Reference.  

To apply, send letter of application, résumé, Application for Graduate Assistantship (available online at [http://grad.uark.edu/forms/student/appl-gradasst.pdf](http://grad.uark.edu/forms/student/appl-gradasst.pdf)) and supporting materials required with the Application for Graduate Assistantship, and three letters of reference to Kathy Riggle, Library Human Resources Manager, University of Arkansas Libraries, MULN 213A, 365 N. McIlroy Avenue, Fayetteville, AR 72701-4002 or via email at kriggle@uark.edu.  

**Applications must be received by October 26, 2012, to be considered, and all required materials to complete the application (including test scores, etc.) must be received by November 2, 2012.**