



Job Description – Graduate Reference Intern

Effective date: 9/1/2024

15 hours/week, with flexible scheduling from 8:00 a.m. to 5:00 p.m., M-F

Salary: \$1,400+ monthly, DOQ

Closing Date: Open until filled

Contact: Heather DiChiara-Schilling, 512-463-1721

Date Job Available: 9/1/2024

Term: This position is for a **one-year term**, with the possibility of permanent hire depending on performance and library funding

OVERVIEW

The graduate reference internship is an opportunity for library school students to learn more about law librarianship in a government law library. This internship will allow students to build work experience and gain skills they can use as they embark on their professional careers. The position and its duties are structured with the goal of being mutually beneficial: the student will gain real-world professional experience and the Library will benefit from the fresh perspectives, ideas, and talent that the students bring.

The interns will be given a thorough legal reference training course taught by the Library's Director. Upon completion, they will staff the reference desk for a daily shift and assist the other librarians with answering reference questions via email. The interns will work under the guidance of experienced reference librarians, including but not limited to the Director and Assistant Director. Cross-training in other areas of the Library such as technical services will be available depending on the intern's interests. The Library would also be willing to sponsor the intern's Capstone project if they can propose a topic beyond the bounds of their reference work at the Library.

The internship will last for a maximum one year. At the end of that term, the intern would be eligible for permanent hire depending on the staffing and funding levels of the Library. A permanent position is not guaranteed.

JOB RESPONSIBILITIES

As a member of the State Law Library team, serves as an information consultant to judicial and state agency staff and to the general public. SLL reference librarians play a critical role in increasing access to justice for Texas citizens by connecting patrons with information about their legal rights and referring them to resources for more assistance. The graduate reference intern will develop skills for identifying relevant resources and relaying the information to the patron in such a way that it does not constitute legal advice. This position will serve professional and self-represented patrons directly by email, telephone, and in person.

ESSENTIAL TASKS

Provides reference assistance in person, via email, or by telephone at scheduled hours.
Conducts in-depth research using primary and secondary sources.
Uses online circulation system to check materials in and out of the library.
Handles cash and credit card transactions for patrons.
Assists patrons with computers, printers, photocopiers, and scanners.
Assists in developing online research aids and creates instructional materials (FAQs, videos) for patrons using library resources remotely.
Performs other duties as assigned.



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MINIMUM QUALIFICATIONS

Enrollment in or acceptance to an MLS program at a library school accredited by the American Library Association.

Knowledge of Microsoft Office software and practices, especially Outlook.

Excellent communication skills with a demonstrated ability to communicate effectively, both orally and in writing.

Ability to tailor communications based on patron's literacy level.

Experience interpreting and enforcing written policies.

PREFERRED QUALIFICATIONS

Customer service experience.

Experience searching records in Koha or another integrated library system (ILS).

Experience using and troubleshooting the OverDrive e-book platform.

Experience troubleshooting computer software and hardware.

Demonstrated interest in law librarianship as a career path.

Fluency in Spanish.

APPLICATION PROCESS:

Submit a resume, State of Texas Application for Employment form (found on our web page, <http://www.sll.texas.gov>), and a statement of how this internship would further your career goals. The State of Texas Application for Employment form and statement are REQUIRED. Completed paperwork may be dropped off in person. It can also be mailed, faxed or emailed to:

Heather DiChiara-Schilling
PO Box 12367
Austin, TX 78711-2367

E-mail: hdichiara@sll.texas.gov
Fax: 512-463-1728

The State Law Library is an Equal Opportunity Employer and does not discriminate on the basis of race, national origin, sex, religion, age or disability in employment or the provision of services.

In compliance with the Americans with Disabilities Act, any request for reasonable accommodations needed during the application process should be communicated by the applicant to Heather DiChiara-Schilling.

Note:

According to the Military Crosswalk, there are no equivalent Military Occupation Specialty (MOS) codes for this position. Applicants must fully complete the summary of experience to determine if minimum qualifications are met.