Resource Sharing Committee-Training/Supervising Student Workers

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What I'm covering today

INTRODUCTION TO STALEY LIBRARY, MILLIKIN UNIVERSITY

APPLICATIONS

INTERVIEWS

TRAINING

CHANGES IN PROGRESS

Staley Library Background

4 LIBRARY FACULTY AND 3 FULL TIME STAFF

12-15 STUDENT WORKERS IN CIRCULATION

1-2 STUDENT WORKERS IN ARCHIVES

1-3 STUDENT WORKERS IN NEW TECHNOLOGY STUDIO

Main Expectations/Duties in Circulation

Use Alma for basic circulation functions such as Charging, Discharging, Renewal, Pick from Shelf

Shelving and Shelf Reading

Staff circulation desk and answer patron questions about printing, computers, directions, and hours

Floor Counts

Professional Development activities on Moodle

Applications

Detailed Job Description on University's Student Job Platform (Handshake)

Require resume and cover letter

Job Description

Edit

We are looking to hire a couple of students for **Spring 2023** for Circulation Student Assistants in Staley Library. We are opening applications early and hope to conduct interviews in October.

Priority will be given to those with work study awards.

Location: Staley Library located in University Commons (UC)

Circulation Student Assistants are student paraprofessionals trained to help library patrons through:
· Checking out and in library materials
· Working with patrons to locate items on shelves
· Explaining and demonstrating common procedures (both in-person and over the phone) such as: placing interlibrary loan requests and renewals, printing, catalog searches, database searches, and scanning
· Answering common queries (both in-person and over the phone) such as: library hours, loan periods, and directions to campus and library resources and locations
· Referring patrons to library staff and faculty for more in-depth assistance when needed
· Processing sales of items such as book sales, flash drives and earbuds
· Registering patrons in the library's Alma circulation program, creating library cards, and signing them on to public computers (for non-Millikin patrons and alumni)

Circulation Student Assistants are also instrumental in carrying out many other essential functions such as:
· Shelving library materials
· Shelf reading, inventory, and shifting of the library collection
· Maintaining equipment such as printers and scanners
· Keeping common supplies well-stocked and the library's public areas neat and clean
· Opening and closing procedures such as turning on/off lights and equipment
· Collecting and delivering mail

Sorting through Applications- Offering Interviews

Priorities

- Ability to Follow Directions
- Attention to Detail
- Underrepresented Populations

Hoping For

- Freshman/Sophomore
- Work Study
- Interest in Libraries

Interview Questions

Where have you worked before (paid and/or volunteer) and what did you do in those positions?

What did you enjoy most about those jobs?

What did you find most challenging or frustrating?

How do you manage and/or respond to constructive criticism on a project or job?

What is your preferred communication style? How do you like to receive work order and supervisor feedback? How frequently?

What would your co-workers/friends say are your strengths?

How would you say your strengths/work experience would help you in these types of tasks?

Would you say you are a morning person or a night owl?

Why would you like to work here?

Training

Paperwork First!

First Week Basics

- Daily Routine/Electronic Timesheet
- Tour of Stacks
- Alma
- FAQ

Advanced

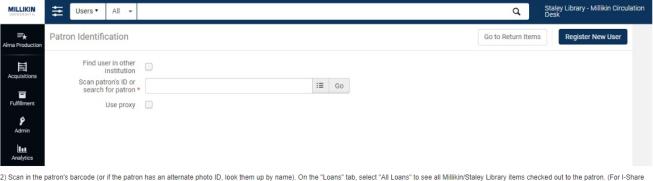- Library of Congress Classification
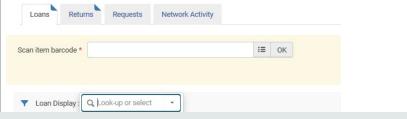- Library Website

Training Continued

Shelving Test

- First covers different collections and trickier items
- Second (if needed) usually focuses on one collection

Situational

- Past: Explained every process in the first few weeks of the semester
- Now: Explain common procedures, show where the step-by-step instructions live (bookmarked LibGuide), walk through the process when it is needed

Returning Students Training

Shelving Test at the Start of Each Semester

Checklist of FAQ to cover

Any new or changed procedures

Reminder about step-by-step guide

Changes in Progress

Based on recent webinars and thinking about how to better equip our student workers for after college

Reworking interview questions to be more behavior focused

Peer to peer training

Moodle modules for advanced training and timely reminders

Looking at application requirements

Retooling returning student training