Moving to Action with Your Student Employees: Cultivating Success at the Reference Desk

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Background

We needed changes in student employee training based on:

- potential of student employment as a High-Impact Educational Practice (Kuh)

- role of Iowa GROW in making connections between academics & job skills

- vocational development focus related to University of Dayton institutional values

Oh no! Subject-specific cats have overrun the library! They refuse to leave until you have helped them locate some materials relevant to their research (and catnip). Can you assist these unusual patrons before they turn Roesch into their personal scratching post?
Click here for your "fur"st challenge!

First page of "Searching UD CATalog," an interactive story game with quiz elements for students to practice LoC call number order and UD catalog searching

Outcomes

Student employees will:

- Articulate connections between their student employee role and **vocational** and **academic** interests

- Set goals for intentional skill development, tracking progress through **self-reflective** exercises

- Recognize and explain their role in **community building** and supporting the **institutional mission** through work with patrons of varying needs and skill levels
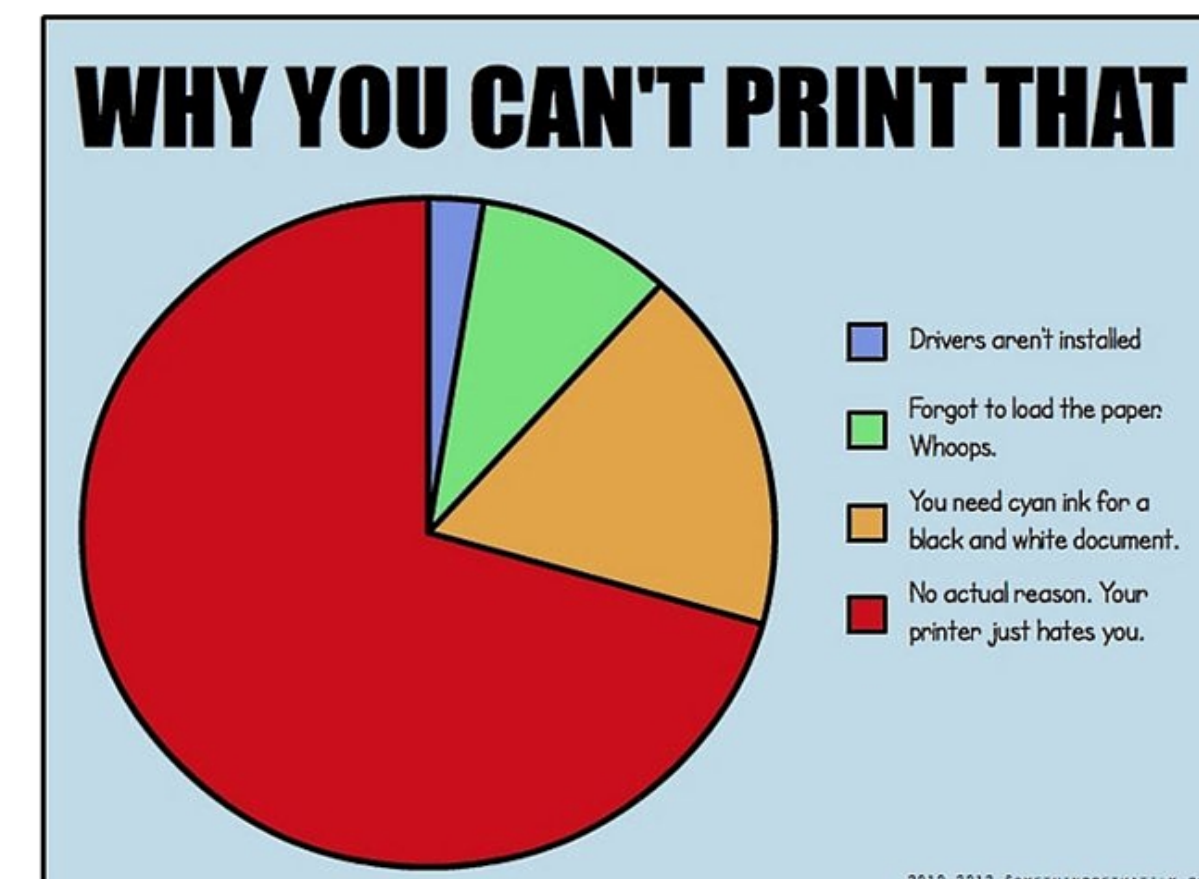
Elements

- **Online training**
  - Isidore content (institutional LMS)
  - Quizzes
  - Google forms

- **"Searching UD CATalog" game**
  - Built using Twine
  - Supplements LoC and catalog search training

- **Badges**
  - Credly
  - Can be displayed on LinkedIn

- **In-person training**
  - All Info Commons departments
  - Small group and one-on-one
  - Student-led training

- **Team building**
  - Ice breaker games
  - End of semester party
  - Staff and student employee directory

Confronting Printer Problems

The dreaded printer troubleshooting question. As you may have already experienced while working at the Hub and Help desks, printer issues account for a great deal of the questions we answer. Many of the suggestions we can make are quick, easy fixes. ...But sometimes they are not. Let's start with some basic troubleshooting scenarios.

WHY YOU CAN'T PRINT THAT

- Drivers aren't installed
- Forgot to load the paper. Whoops.
- You need cyan ink for a black and white document.
- No actual reason. Your printer just hates you.

Problem: My paper won't print.

Did you know...?

1. It's recommended students download documents before sending to the printer (especially PDF files)

If students open PDF email attachments or Isidore assignments in the browser, blank pages print out. Preferred software for viewing PDFs: Adobe Reader.

Screenshot of a printer troubleshooting module on Isidore
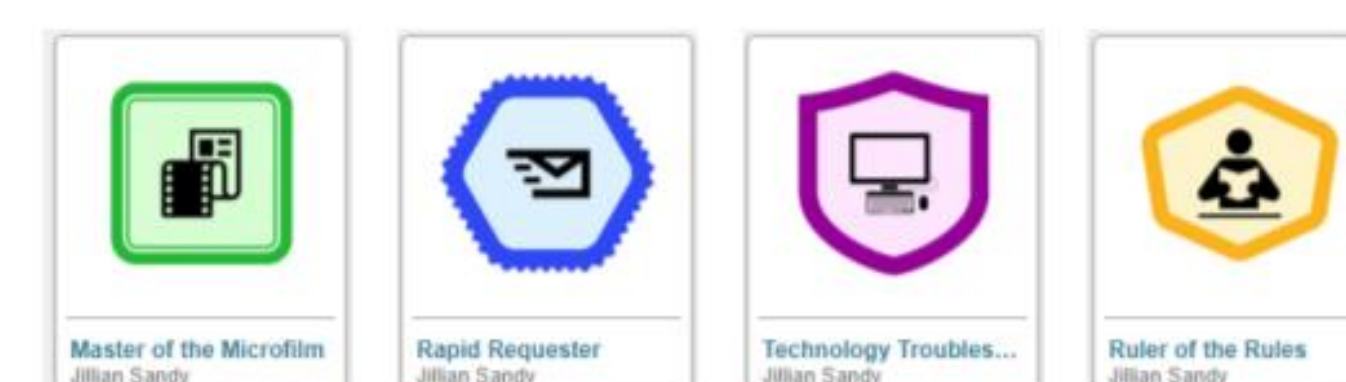
Examples of Credly badges students earn as they complete modules and cross training thresholds

Feedback

"When I need help, I know that I can go to anyone because of the combined training." -- Lauren

"I really feel that helping [students] find relevant academic articles and fixing the printer when it inevitably breaks down makes their days a bit better and is a way I contribute to community at UD." -- Sean

Plan for This Unit
- ☐ Read the introduction
- ☐ Read article: "Thirty trends shaping the future of academic libraries"
- ☐ Read University Libraries mission and vision
  - Read ALA Code of Ethics
- ☐ Complete quiz
- ☐ Complete Google Form
- ☐ Earn badge

KNOWLEDGE HUB
Write Place and Research Services

- 21st Century Libraries
- Academic and Public Libraries
- Resources and Activities

Home page for an Isidore module addressing the library's mission, including checklist for students and links to readings and activities for the unit

Recommendations

- **Show, don't tell** students the value of your training program

- **Use tools students already know**, like an institutional LMS or Google classroom

- Incorporate **active learning** strategies: games, leadership opportunities, earning badges or rewards

- **Collect data** formally & informally for **assessment**; direct student feedback most valuable