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We Couldn't Do It without Them! Student Assistants & Volunteers

Jasmine (Vaughan) Cieszynski
Olivet Nazarene University, jcieszyn@olivet.edu

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WE COULDN'T DO IT
WITHOUT THEM!
STUDENT ASSISTANTS &
VOLUNTEERS

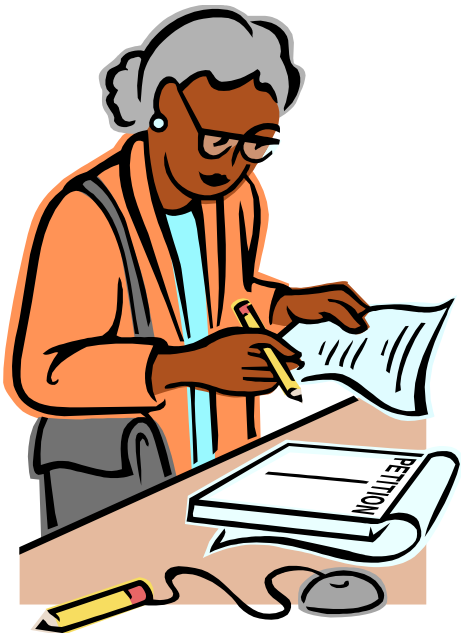
SWITCH Day
January 9, 2009
Jasmine Cieszynski



Volunteers

Developing & Managing Volunteer Programs

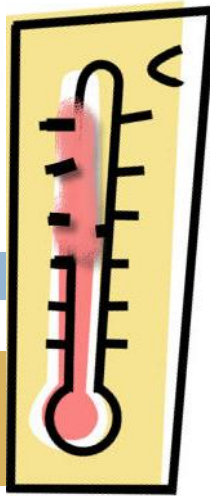
<http://www.managementhelp.org/staffing/volnteer/volnteer.htm>



If you copy this URL, please note abbreviated spelling of “volunteer”



Effective supervisor traits



Effective

List trait here

Ineffective

List trait here

Actions

Childcare providers, business people, grocers, and librarians agree:

- Clarifies own role
- Sets clear expectations for employees
- Is a good listener
- Encourages ideas, contributions, & “ownership” among employees
- Deals with poor performers
- Gives recognition
- Accepts conflict



Personal qualities

- Competent
- Self-controlled
- Fair
- Humble

Management Quiz

1. You should always praise in **PUBLIC**.

2. Listening is the most important management skill.

TRUE

3. Most managers spend too little time planning.

TRUE



Management Quiz, cont.

4. Every employee can benefit from additional training.

TRUE

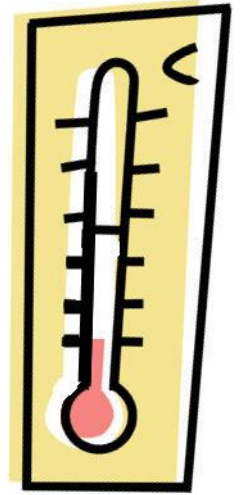
5. Always delegate activities rather than results.

FALSE

6. By clearly communicating expectations to an employee you — **IMPROVE THEIR PERFORMANCE**



Position descriptions



Resources and Examples

- **[New Mexico State Library](http://www.nmstatelibrary.org/index.php?option=com_content&view=article&id=125&Itemid=390)**

http://www.nmstatelibrary.org/index.php?option=com_content&view=article&id=125&Itemid=390

There are six components in writing a job description: (1) position title and general summary, (2) essential job duties or “functions,” (3) nonessential duties, (4) supervisory authority, (5) special working conditions, and (6) minimum qualifications.

- **[Student Job Description Examples](http://www.jsu.edu/dept/library/graphic/sjob.htm)** - <http://www.jsu.edu/dept/library/graphic/sjob.htm>

- **[Southwestern University, Texas](http://www.southwestern.edu/library/employment/student-job-descriptions.html)** (Many brief descriptions with job apps linked at bottom)

<http://www.southwestern.edu/library/employment/student-job-descriptions.html>

- **[University of Maryland, Baltimore County](http://aok.lib.umbc.edu/employment/sjob_gall.php)** **EXAMPLE**

http://aok.lib.umbc.edu/employment/sjob_gall.php

- **[Holy Cross](http://www.holycross.edu/libraries/about/student_employment/)** **Job Description EXAMPLE**

http://www.holycross.edu/libraries/about/student_employment/

- **[Baylor University Libraries](http://www.baylor.edu/lib/CentralLib/index.php?id=30931)** **EXAMPLES**

<http://www.baylor.edu/lib/CentralLib/index.php?id=30931>

- **[Buffalo State](http://www.buffalostate.edu/library/about/jobs.asp)** **EXAMPLE**

<http://www.buffalostate.edu/library/about/jobs.asp>

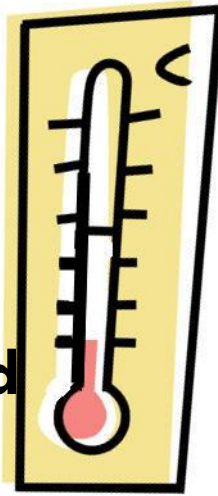
Visit the SWITCH wiki to see these links!



Jasmine
Cieszynski
01-09-09

Advertising:

Top 10 Reasons to work at the library



1. **“.... I was able to develop invaluable research and people skills that I use on an every day basis.”**

David Jason Phelps, Staff Assistant to Congressman Sherwood Boehlert

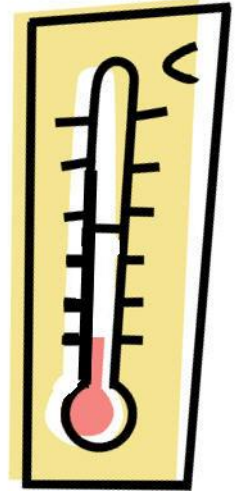
2. **"You quickly learn time management and how to prioritize your work."**

Leeann Wenzlick, Associate Accounting Analyst for Kollmorgen Corporation

3. **“...I learned how to think quick on my feet....Working at the library exposed me to [different] personality types.”**

Colleen Jamison-Nelson, Accounting Administrator, Minnesota

Interviewing & Hiring



- The next step in setting expectations and establishing good communication
- Don't rush to fill a position.
- **“It's better (in the long run) to hire the right person than to fill a position right away.”**

Do you agree?

Fair Hiring Questions



Unfair

- ❑ Loaded Questions
- ❑ Age? Date of Birth?
- ❑ Available for work on Sat. & Sun.?

Fair

- ❑ Questions which provide info about person's ability to do the job
- ❑ Only relevant if person isn't of legal working age yet (or for certain jobs)
- ❑ Not required to accommodate religious practices if it creates a hardship for employer

Fair Hiring Questions



Unfair

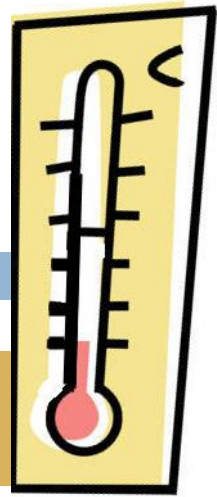
- ❑ Children? Childcare arrangements?
Pregnant?
- ❑ Citizen of what country?
- ❑ Disabilities? Health history?

Fair

- ❑ “Is there anything that would interfere with regular attendance at work?”
- ❑ Require *all employees* to provide documentation
- ❑ Ask about ability to perform *specific job functions*

Fieldwork students

Be sure to
communicate with
the library school!



Do

- Treat student as a learner who can contribute. (S)he is a novice colleague!
- Be positive
- Provide a variety of tasks. Share the context.

Don't

- Treat person as “just a student”
- Make negative comments about profession or employing institution
- “Dump” undesirable tasks on students

Exercise 1

- You work as a cataloger and have never had an assistant.
- You have a large backlog of faculty donations to process.
- The library has just started weeding two major sections.
- Your library's goal is to complete its first online digital collection before the end of the semester.

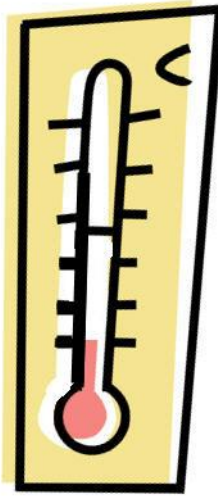
Reports from 2 tables



Break

- 10-minutes please
- Return at 10:25am

Scheduling



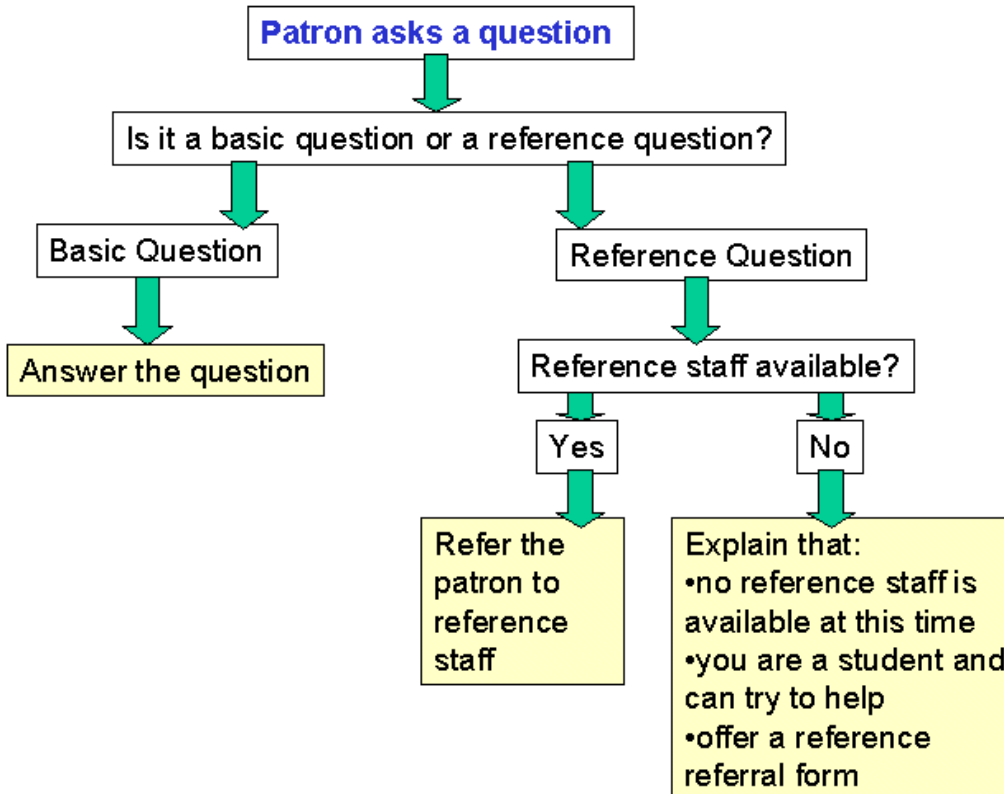
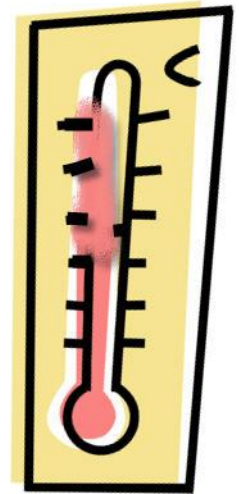
- Challenging if using [trimesters or] one-course at a time
- Also schedule staff member on call every hour of the day.
- Course work comes first, but students must meet minimum standards [re. promptness, # shifts, absences].

Notes from Colorado Alliance of Research Libraries'
Student Worker Roundtable meeting January 2008

Online scheduling programs



Training methods



Remember to accommodate multiple learning styles:

- Visual
- Auditory
- Kinesthetic

Graphic from University of Louisville--University Libraries online training materials

Address multiple learning styles

Interactive web tutorial with music, images, multiple choice quiz

<http://www.library.appstate.edu/elearn/studentguide3.htm>

Attitude

Which of these is a better choice?



OR



?



Certificate of completion

<http://www.library.appstate.edu/elearn/studenttrainingcertificatemod3.pdf>

Active learning


Fire extinguisher training for Benner Library student assistants

Part of Library Workshop
August 26, 2008.



Millennium Resources

- CS Direct web tutorials:
 - Mil Circ
 - Basic Millennium
 - Mil Serials

KEY CONCEPT 	
1	KEEP YOUR EYE ON THE BIG PICTURE Optimizing access to library resources is the goal. Everything else is secondary.
2	ESTABLISH AN IDENTITY OR BRAND <ul style="list-style-type: none">• Should the identity of the library match that of the parent organization? Does it?• Create and carry through logos, color schemes and styles• Gather these elements before you start to plan specific editing

Screen shot of “10 Most Important Things to Remember about the WebPAC”
from WebPAC tutorial

Share with your neighbor

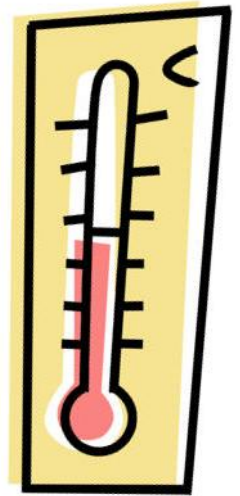
- Tell your neighbor about a training technique, document, or resource which you use.

-OR-

- If you do not currently supervise student assistants or volunteers, describe way(s) that you could supplement training efforts in other departments
 - ▣ By offering a one-time demonstration?
 - ▣ By creating documentation for a procedure?



Written Evaluations



Drawbacks/concerns

Benefits

Add item here

Evaluations should...



- NOT be a surprise
- Give the employee feedback on how their performance is helping the group achieve its goals (which helps accomplish the organization's mission)
- Clarify how their performance compares to others in the group
- Motivate them to continue to improve their performance

Modified from <http://management.about.com/cs/peoplemanagement/a/aa032703.htm>

Examples



evaluation traits	A	B	C	D
Ability to Follow Directions - Completes tasks with little supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitude towards Work - Degree of enthusiasm about work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cooperation - Ability to work with others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dependability - Promptness and reliability in attendance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Honesty - Integrity and trustworthiness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Appearance - Appropriate dress and grooming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsibility - Willingness to accept and perform work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Competency - Technical work skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time Management - Uses work time effectively to accomplish priorities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

See examples from Walla Walla University ([.pdf](#) | [online form](#))

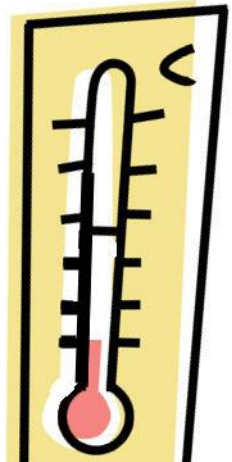
Safety Concerns

Terrorism/unstable patrons

Natural disasters

Library equipment & supplies

Environmental hazards



Images from

- http://www.totalcreditrestoration.com/welcome/uploads/Image/virginia_tech_shooting.jpg
- <http://www.huffingtonpost.com/imagecrop/11728/original.jpg>
- <http://earthscience.files.wordpress.com/2007/05/tornado.jpg>
- <http://news.thomasnet.com/images/large/020/20919.jpg>
- <http://media.collegepublisher.com/media/paper872/stills/41b550b04d784-23-1.jpg>

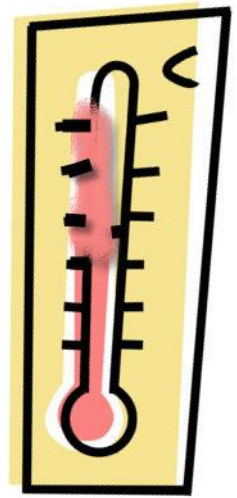


Your biggest safety concern

- Tell your neighbor your biggest safety concern for your library
 - Terrorism
 - Natural disaster
 - Equipment & supplies
 - Environmental
 - Other
 - Do we know what to do if a patron has a heart attack?
 - There are issues when we lock-up at night...
- What can **you** do to address this concern?



Effective supervisor traits



QUIZ:

Name 3 traits of an effective supervisor

(tell your neighbor)

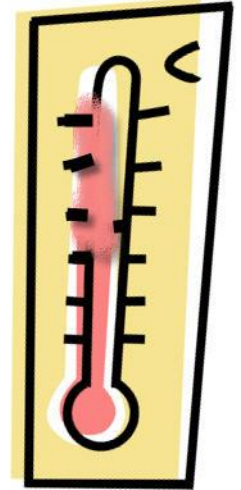
Exercise 2

- It is Friday at 9:30pm. The library closes at 11:00 pm.
- There is no reference or circulation librarian on duty.
- 3 student workers are the only staff at this time.
- A patron comes in frantic saying she has a paper due the next day. She needs 2+ full text articles & help formatting a document.

Reports from 2 tables



Interest in assistants for...



1. Freshmen library orientation*

Weeding projects

2. Reference*

Circulation

Technical Services

3. Digital conversion projects

4. Installing software

Library inventory projects

* we're going to hear more about!



Innovative positions

(examples from ONU)

☐ New Student Library Orientation

☐ Research Assistants

☐ Roving Reference Assistants



Questions?



- New Student Library Orientation
- Research Assistants
- Roving Reference Assistants

Creating new positions



- Are there **areas of work that staff don't want to do?**
- Because....
 - ▣ they are not skilled in that type of work
 - ▣ They are too skilled for the work
 - ▣ They prefer to concentrate their efforts in another area.

Text for this slide and next two modified from

<http://www.casenet.org/program-management/volunteer-manage/planvlps.htm>

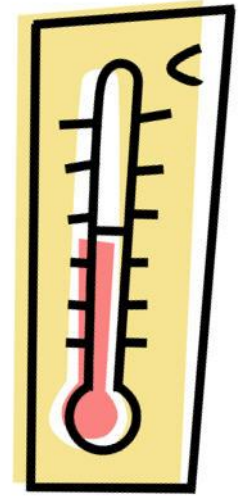
Too much work?

- Are there areas in which there is **too much work for staff to do alone?**
- Could volunteers or assistants extend staff resources?
- These assistants might work directly with a staff person or could do tasks that benefit all staff.

Want to extend services?

- Are there **areas in which we can extend services?**
- Volunteer or assistants would allow us to begin work that we cannot now even consider undertaking!

Recognition & Retention



- Recognizing employees is not simply a nice thing to do. It is an effective way to communicate your appreciation for the efforts and successes of others, while **...reinforcing [the] actions and behaviors that make a difference in your organization.**

From,

http://www.businessweek.com/smallbiz/tips/archives/2007/01/recognizing_emp.html



Recognition & retention



Shelf Reading Queen & her Court



Holiday parties with homemade treats

Library Workshop with
dinner, introductions,
“news” for year



Need more ideas? Visit the SWITCH wiki,

<http://switchlibraries.pbwiki.com/10%C2%A0Communication%2C-Recognition%C2%A0and%C2%A0Professional%C2%A0Development>

Exercise 3

- You supervise two student workers who are good friends.
- They have a few ideas for creating a YouTube video on the library.
- You like the idea of having a new video— especially an overview to the library.
- You decide to give them a chance.

Reports from 2 tables



Pick a goal!

- Glance through the packet
- Choose at least one **follow-up activity** you will pursue.
- Circle it, star it, highlight it!
- Set a deadline for yourself
- Tell your neighbor what you decided

Jasmine Cieszynski

- Instructional Services Librarian
- Olivet Nazarene University
- 815-928-5449
- jcieszyn@olivet.edu

