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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

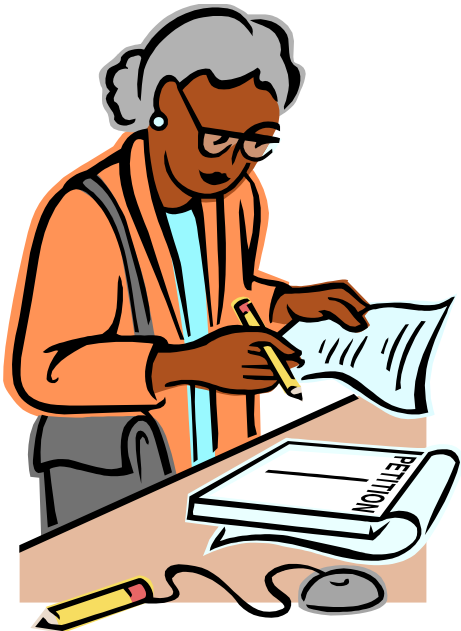
Jasmine Cieszynski



# Volunteers

## Developing & Managing Volunteer Programs

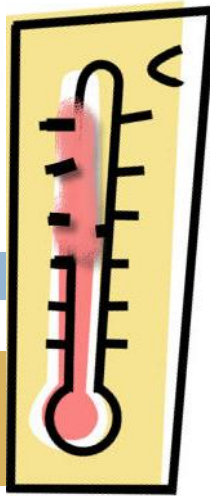
<http://www.managementhelp.org/staffing/volnteer/volnteer.htm>



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.

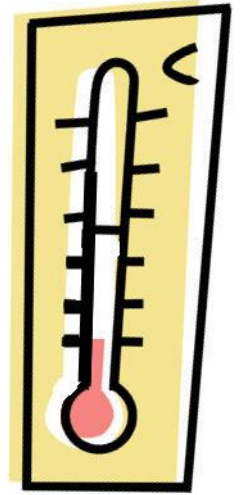
**FALSE**

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](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](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/](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>

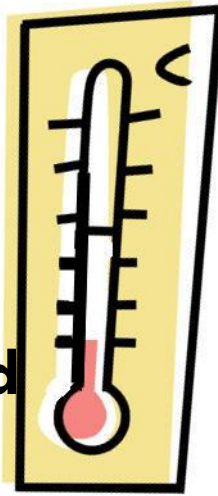
Visit the SWITCH wiki to see these links!



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

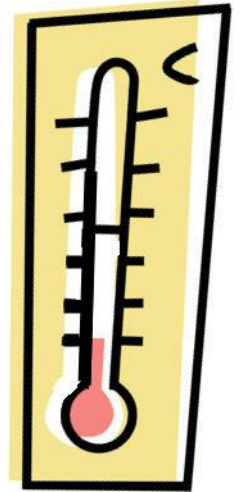
2. **"You quickly learn time management and how to prioritize your work."**

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

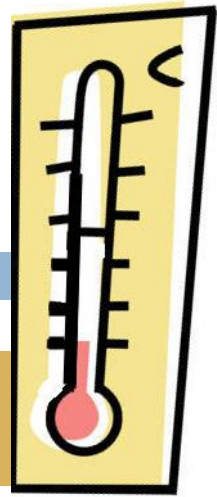
- ❑ Children? Childcare arrangements?  
Pregnant?
- ❑ Citizen of what country?
- ❑ Disabilities? Health history?

## 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

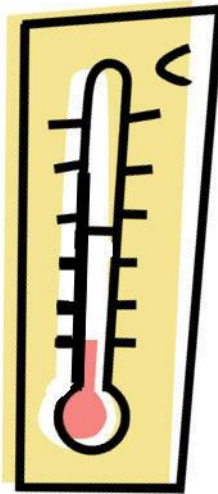


# Break

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



# Scheduling



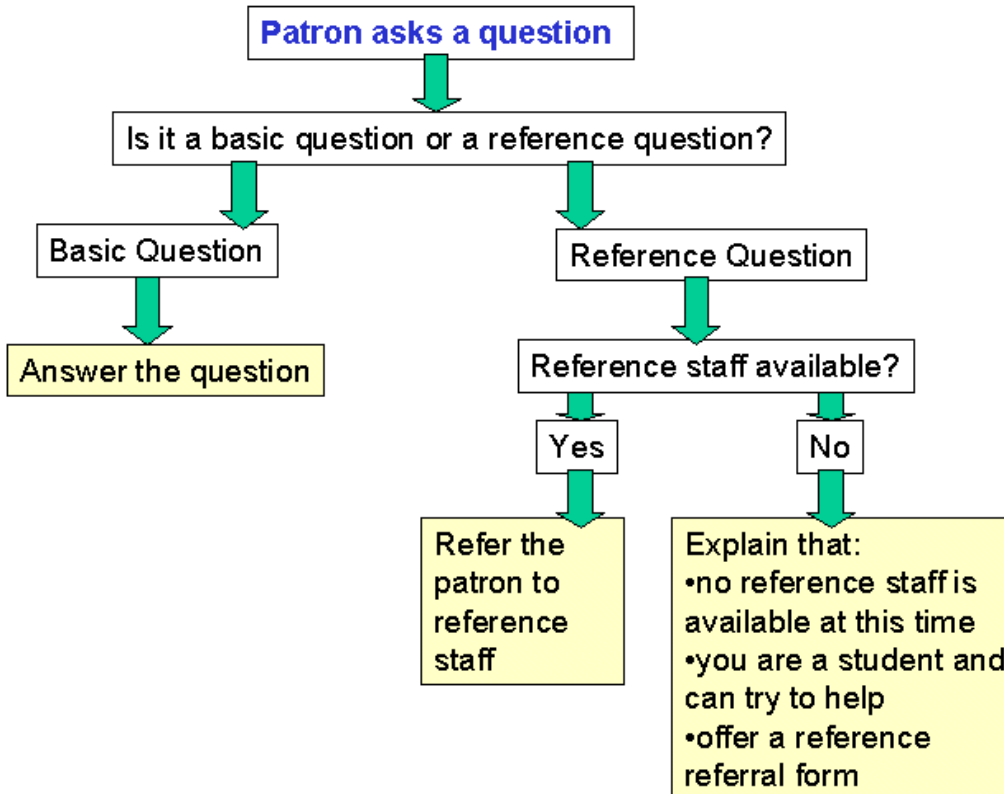
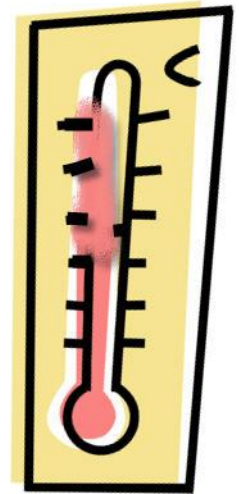
- Challenging if using [trimesters or] one-course at a time
- Also schedule staff member on call every hour of the day.
- Course work comes first, but students must meet minimum standards [re. promptness, # shifts, absences].

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

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

# Share with your neighbor

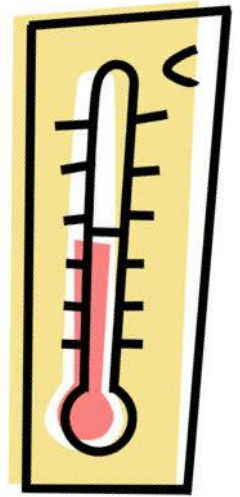
- Tell your neighbor about a training technique, document, or resource which you use.

-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](#))

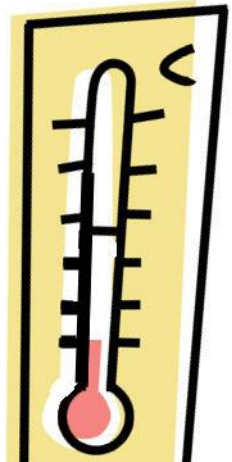
# Safety Concerns

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.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>

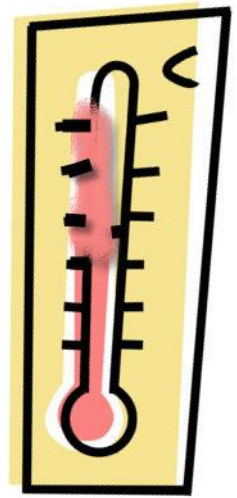


# Your biggest safety concern

- 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\*

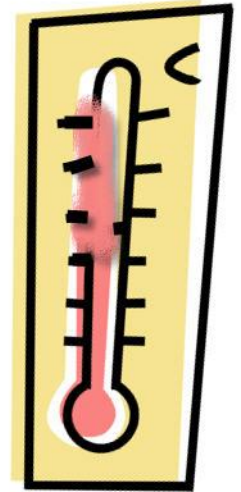
Circulation

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.casanet.org/program-management/volunteer-manage/planvlps.htm>

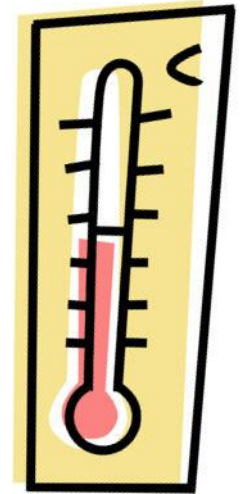
# Too much work?

- 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](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](mailto:jcieszyn@olivet.edu)

