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Creating Library Superheroes

Implementing a new student training program

Andrea Boehme and Paula Huey

The University

Indiana State University

-  Terre Haute, IN
-  6 Colleges, 100 majors
-  Bachelor's, Master's, Doctorate
-  12,114 Fall 2012 enrollment, first time freshmen 2,664

The Library



Cunningham Memorial Library



Open 24/5



7 circulation staff, 21 Student workers

WHAT WE DID BEFORE



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Initial Hire

- ✪ During interview read and signed forms for circulation policies (dress code, absentee, hours)
- ✪ Student read manual and circulation policies
- ✪ Tour of library

Peer Training

- ✪ One-on-one with experienced student for 2 weeks
- ✪ Trainer worked through check off list of items
- ✪ At the end of training, new hire met with Student Supervisor to talk about training and ask questions

NEED FOR CHANGE



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2013

Needs Assessment

- ✪ Library is 24/5
 - ✪ Student Supervisor works 7am to 3pm
- ✪ Constant changes to policies and procedures
- ✪ Inconsistencies in peer training causing issues

Learner Characteristics

- ☀ 21 student workers
 - ☀ Most had multiple years of circulation experience
- ☀ Majority are undergrad, only 1 graduate
- ☀ Busy schedules, most students had multiple time obligations
- ☀ Varying degrees of technical savvy, but all inclined to computer use and online learning environment (Blackboard, Social Media, Email)

WHAT WE CREATED



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Manual

☀ Identified what we want to make to sure the students know

- ☀ How advanced should we make it?
- ☀ How detailed should the instruction be?
- ☀ How do we make them want to use it?

Training Materials

- ☀ Checklist

- ☀ Test

 - ☀ 12 sections

- ☀ Website

 - ☀ Text

 - ☀ Images

 - ☀ Videos



Website

- ✦ Google Sites
 - ✦ Previous experience
 - ✦ Can password protect
 - ✦ Site Search
- ✦ Create an environment that students found vital

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Search this site

[Home](#) [Calendar](#) [Contacts](#) [Work Forms](#) [Training](#) [Handbook/FAQ](#)

Reminder!

Save your thank you nuts. They will be used to award a mystery prize at the end of the semester. More details to come.

Tip of the week:

Like free pizza? Library Student Assistant's Pizza Lunch with the Dean is October 30th at noon. Let Paula know if you are coming.

[Which one do I pick?](#)

Desk Tracker

Question

Communication

Patron Type

Never submit passwords through Google Forms.

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Helpful Links

[Library Website](#)
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[Pay Dates 2013](#) (click student tab)
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63

days until
Fall Semester Ends

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| | | | | | | |
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| <input type="checkbox"/> | W View Download Disciplinary Action With Students.docx | Form used when a disciplinary action is taken. | 17k | v. 2 | Jan 7, 2013, 1:53 PM | Andrea Boehme |
| <input type="checkbox"/> | W View Download Student Confidentiality Agreement.doc | Agreement to keep sensitive patron and library information confidential. | 27k | v. 2 | Jan 7, 2013, 1:53 PM | Andrea Boehme |
| <input type="checkbox"/> | W View Download Student disciplinary guidelines and forms ALL.docx | Description of the disciplinary actions | 21k | v. 2 | Jan 7, 2013, 1:53 PM | Andrea Boehme |
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| <input type="checkbox"/> | W View Download Student Evaluation Form (new 2012).doc | Approved Student Evaluation form -2013 | 40k | v. 2 | Jun 16, 2013, 1:21 PM | Andrea Boehme |
| <input type="checkbox"/> | W View Download Student Performance Improvement Plan.docx | Form to detail improvement plan. Must be signed by student and their supervisor. | 13k | v. 2 | Jan 7, 2013, 1:53 PM | Andrea Boehme |

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| | | | | | | |
|--------------------------|--|--|-----|----------------------|----------------------|---------------|
| <input type="checkbox"/> | W View Download Training Rubric.docx | The Rubric that will be used to guide grading on your training test. | 17k | v. 4 | Jan 7, 2013, 1:54 PM | Andrea Boehme |
| <input type="checkbox"/> | W View Download Wilkinson 2010 Schlrshp App.doc | This is the form from 2010, and serves only as an example. Please do not submit this form for consideration. | 30k | v. 3 | Jan 7, 2013, 1:54 PM | Andrea Boehme |

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| | | | | | | |
|--------------------------|---|--|-----|----------------------|----------------------|---------------|
| <input type="checkbox"/> | W View Download Availability Form for Website.docx | fall availability form 2012 | 17k | v. 3 | Jan 7, 2013, 1:55 PM | Andrea Boehme |
| <input type="checkbox"/> | View Request for a Schedule Change | Submit to Paula to ask for time off work. Can print from view page. | | | Jan 7, 2013, 1:55 PM | Andrea Boehme |
| <input type="checkbox"/> | View Student Employee Information Sheet | Form to record your contact information and who to call in an emergency. | | | Jan 7, 2013, 2:14 PM | Andrea Boehme |
| <input type="checkbox"/> | View Student Employee Tardy/Absence Explanation Form | Form to explain why you were late/tardy. Is kept in your employee file. | | | Jan 7, 2013, 2:08 PM | Andrea Boehme |
| <input type="checkbox"/> | X View Download training checklist.xlsx | A checklist to use during training. Please download the document and print from there. | 17k | v. 3 | Jan 7, 2013, 2:21 PM | Andrea Boehme |

Student Meetings ([Remove](#))

| | | | | | | |
|--------------------------|---|---|------|----------------------|-----------------------|---------------|
| <input type="checkbox"/> | W View Download First rule about billing STUDENT TRAINING.docx | Spring 2013 meeting | 24k | v. 2 | Jan 23, 2013, 5:23 PM | Andrea Boehme |
| <input type="checkbox"/> | P View Download Student Meeting F2013.pptx | Fall 2013. Emailed to students, no formal presentation. | 162k | v. 2 | a minute ago | Andrea Boehme |
| <input type="checkbox"/> | P Student Meeting Fall 2012.pptx | The PowerPoint file for the Fall 2012 | 123k | v. 2 | Jan 7, 2013, 1:52 PM | Andrea Boehme |

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Contents

- 1 Quiet/Loud Floors
- 2 Cataloging/Acquisitions
- 3 Processing
- 4 Administration
- 5 Systems
- 6 Events Area
- 7 ILL
- 8 Reference
- 9 Special Collections
- 10 Writing Center
- 11 Private Study Rooms
- 12 Group Rooms
- 13 028
- 14 230
 - 14.1 Lactation Room
- 15 Cafe

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The ISU Library Floor Guide

| | | | | |
|----|---|---|---|---|
| 3 |  |  |  |  |
| 2 |  |  |  |  |
| 1 |  |  |  |  |
| LL |  |  |  |  |
| B |  |  |  |  |

Quiet/Loud Floors

The middle floors (2nd, 1st, and Lower Level) are "loud" floors. This means that patrons can speak in a conversational tone, play music, talk on cellphones, and participate in group study. Please keep in mind that even though the description is "loud", patrons will be expected to be respectful of fellow library users and not yell or cause major distractions.

On floors designated as quiet (3rd and basement) patrons are not allowed to speak above a whisper, or for extended periods of time. Group work and cellphone conversation are not allowed on these floors. Additionally, music should not be able to be heard by anyone other than the person who turned it on. All complaints about patrons not following these rules are taken very seriously. Inform the staff member on duty of the complaint and they will address the situation.

Cataloging/Acquisitions

Lower Level. Acquisitions is responsible for buying materials that have been requested for the collection, and making sure we get them. When we receive the item, cataloging will then make a record for the item saying we have it; here is what it is, and where to find it. Any rushes, problems with call numbers, and the like goes through Paula and then down to them.



Time commitment

💣 Creating the site/manual

💣 6 months

💣 Taking images

💣 2 hours

💣 Videos

💣 3 weeks

💣 Maintenance

💣 4 hours a month

HOW DID WE DO?



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Assessment

| | Overall Grade | Circulation | Staff | Check In/Out | Tasks | Work Card | Sorting | Shelving | Locations | Forms | Customer Service | Mill. | Equipment |
|-------|------------------|-------------|-------|-----------------|-------|-----------|---------|----------|-----------|-------|---------------------|-------|-----------|
| | 257.5 | 23.5 | 10 | 28.5 | 28.5 | 2 | 18 | 20 | 28 | 11 | 40 | 19 | 29 |
| | 262 | 27 | 9 | 26 | 29 | 5 | 20 | 20 | 32 | 10 | 40 | 15 | 29 |
| | 250 | 24 | 10 | 28.5 | 28.5 | 5 | 20 | 20 | 32 | 10 | 35 | 11 | 26 |
| | 262 | 26 | 12 | 29.5 | 29.5 | 5 | 19 | 20 | 25.5 | 10 | 35 | 15.5 | 35 |
| | 278 | 26 | 12 | 34 | 31 | 3 | 19 | 20 | 31 | 9 | 38 | 20 | 34 |
| | 279.5 | 26 | 10 | 33 | 32.5 | 5 | 19 | 19 | 31 | 10 | 40 | 20 | 34 |
| | 280 | 25.5 | 11 | 32.5 | 30 | 5 | 20 | 19 | 32 | 9 | 40 | 21 | 35 |
| | 284 | 27 | 13 | 34 | 30 | 5 | 20 | 20 | 29 | 11 | 40 | 23 | 32 |
| | 288.5 | 26 | 13 | 34.5 | 33 | 5 | 20 | 20 | 32 | 10 | 40 | 23 | 32 |
| | 289.5 | 27 | 12 | 36 | 33 | 5 | 20 | 19 | 32 | 11 | 40 | 22.5 | 32 |
| | 292.5 | 25.5 | 12 | 35 | 33 | 5 | 20 | 20 | 32 | 11 | 40 | 23 | 36 |
| Avg | 274.9 | 25.8 | 11.3 | 32.0 | 30.7 | 4.5 | 19.5 | 19.7 | 30.6 | 10.2 | 38.9 | 19.4 | 32.2 |
| Grade | 92.5 | 95.5 | 86.7 | 88.8 | 93.1 | 90.9 | 97.7 | 98.6 | 95.6 | 92.6 | 97.3 | 80.7 | 89.4 |
| Max | 292.5 | 27 | 13 | 36 | 33 | 5 | 20 | 20 | 32 | 11 | 40 | 23 | 36 |
| Min | 250.0 | 23.5 | 9 | 26 | 28.5 | 2 | 18 | 19 | 25.5 | 9 | 35 | 11 | 26 |

Analytics

- ✪ Most popular
 - ✪ Homepage
 - ✪ Calendar
 - ✪ Circulation (beginning of training section)
- ✪ On average 34 visits a day, with viewers spending about 8 minutes on the site
- ✪ 2161 questions tracked in 2 months




WHAT'S NEXT?





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Modifications

Improvements

-  Make a “chapter test” for each section of training
-  Put the test online
 -  Less time needed by Student supervisor to grade

Changes

-  Combination of departments
-  Adding Reference training



Questions
?