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ILFAnnualConference

Indiana Libra Federation



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

 - ☆ 7 circulation staff, 21 Student workers



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

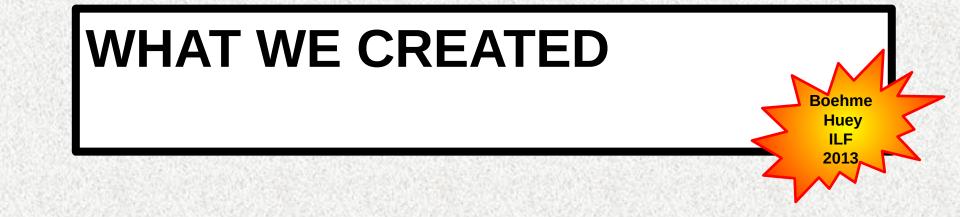


Needs Assessment

- 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)

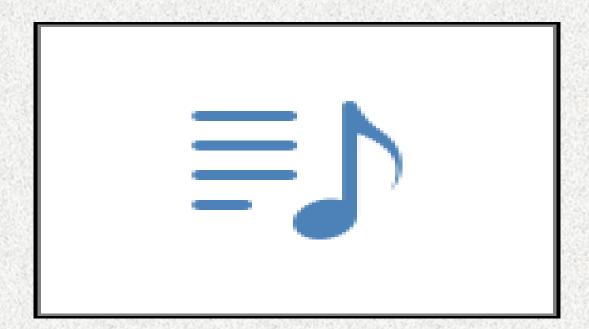


Manual

- 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



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	
Submit Never submit passwords through Google Forms.	
Powered by Google Drive	This content is neither created nor endorsed by Google. Report Abuse - Terms of Service - Additional Terms

Library Website Library Hours Loan Periods OIT Printing Page Commons Hours Pay Dates 2013 (click student tab) Campus Map

Fall Semester Ends

Recent site activity

Home edited by Andrea Boehme

Customer Service edited by Andrea Boehme

Check In/Out edited by Andrea Boehme

Circulation edited by Andrea Boehme

Home

edited by CML Staff

View All

	147						N N 2 N	
	W	Disciplinary Action With Students.docx View Download	Form used when a disciplinary action is taken.	17k	<u>v. 2</u>	Jan 7, 2013, 1:53 PM	Andrea Boehme	
	W	Student Confidentiality Agreement.doc View <u>Download</u>	Agreement to keep sensitive patron and library information confidential.	27k	<u>v. 2</u>	Jan 7, 2013, 1:53 PM	Andrea Boehme	
	W	Student disclinary guidelines and forms ALL.docx <u>View</u> <u>Download</u>	Description of the disciplinary actions	21k <u>v. 2</u> Jan 7		Jan 7, 2013, 1:53 PM	Andrea Boehme	
	W	Student Dress Code Guidelines.docx <u>View Download</u>	Description of dress code, and form to sign agreement.	17k	<u>v. 2</u>	Jan 7, 2013, 1:53 PM	Andrea Boehme	
	W	Student Evalution Form (new 2012).doc <u>View Download</u>	Approved Student Evaluation form -2013	40k	<u>v. 2</u>	Jun 16, 2013, 1:21 PM	Andrea Boehme	
	W	Student Performance Improvement Plan.docx <u>View Download</u>	Form to detail improvement plan. Must be signed by student and their supervisor.	13k	<u>v. 2</u>	Jan 7, 2013, 1:53 PM	Andrea Boehme	
7	Old/A	rchive (Remove)						
	W	Training Rubric.docx <u>View Download</u>	The Rubric that will be used to guide grading on your training test.	17k	<u>v. 4</u>	Jan 7, 2013, 1:54 PM	Andrea Boehme	
	W	Wilkinson 2010 Schlrshp App.doc <u>View</u> <u>Download</u>	This is the form from 2010, and serves only as an example. Please do not submit this form for consideration.	30k	<u>v. 3</u>	Jan 7, 2013, 1:54 PM	Andrea Boehme	
7	Printa	ables (Remove)						
	W	Avilability Form for Website.docx <u>View Download</u>	fall availablity form 2012	17k	<u>v. 3</u>	Jan 7, 2013, 1:55 PM	Andrea Boehme	
		Request for a Schedule Change <u>View</u>	Submit to Paula to ask for time off work. Can print from view page.			Jan 7, 2013, 1:55 PM	Andrea Boehme	
		Student Employee Information Sheet <u>View</u>	Form to record your contact information and who to call in an emergency.			Jan 7, 2013, 2:14 PM	Andrea Boehme	
		Student Employee Tardy/Absence Explanation Form <u>View</u>	Form to explain why you were late/tardy. Is kept in your employee file.			Jan 7, 2013, 2:08 PM	Andrea Boehme	
	X	training checklistxlsx <u>View</u> <u>Download</u>	A checklist to use during training. Please download the document and print from there.	17k	<u>v. 3</u>	Jan 7, 2013, 2:21 PM	Andrea Boehme	
7	Stude	ent Meetings (<u>Remove</u>)						
	W	First rule about billing STUDENT TRAINING.docx View Download	Spring 2013 meeting	24k	<u>v. 2</u>	Jan 23, 2013, 5:23 PM	Andrea Boehme Bo	
	P	Student Meeting F2013.pptx View Download	Fall 2013. Emailed to students, no formal presentation.	162k	<u>v. 2</u>	a minute ago	Andrea Boehma	
	D	Student Meeting Fall 2012.pptx	The PowerPoint file for the Fall 2012	123k	v. 2	Jan 7, 2013, 1:52 PM	Andrea Boehmy	

- 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

The ISU Library Floor Guide



Quiet/Loud Floors

Equipment

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.

Campus Map

days Fall Seme

Recent site acti

OIT Printing Page Commons Hours

Pay Dates 2013 (

Equipment edited by Andrea Bo

Locations edited by Andrea Bo

Work Forms

attachment from An

Home edited by Andrea Bo

Customer Service edited by Andrea Bo

View All

Time commitment

- Creating the site/manual
- Taking images
 - **聯2 hours**
- Videos
 - **瓣3 weeks**
- Maintenance
 - #4 hours a month





Boehme Huey ILF 2013

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
Мах	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

 - 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





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

