

Library Sidekicks: Training Student Employees as Peer Instructors

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What is a peer instructor?

What do you think a peer instructor is?

Peer teaching is a method by which one student instructs another student in material on which the first is an expert and the second is a novice. (Briggs, 2013)

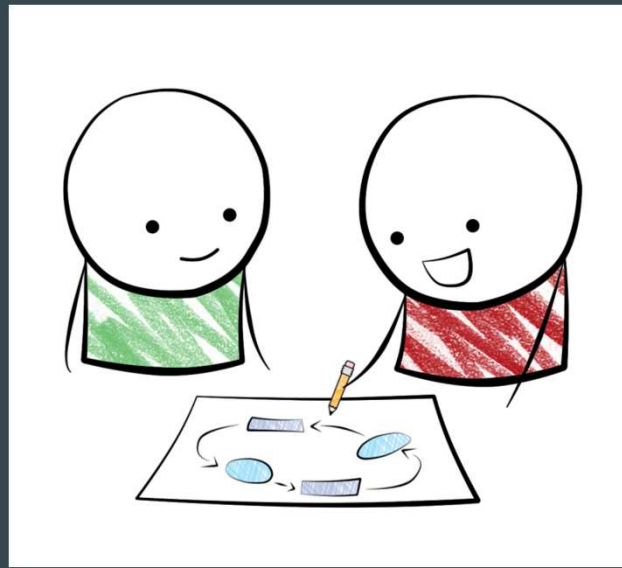


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<https://kerszi.files.wordpress.com/2016/03/coaching-cartoon.jpg>

Miami University Regionals

- ☛ Regional campuses located in Hamilton and Middletown Ohio.
- ☛ 4,500 FTE
- ☛ Mix of traditional and non-traditional students.
- ☛ Majority are domestic, although there is a growing number of international students primarily from China.
- ☛ Gardner-Harvey Library (Middletown)
 - 5 full-time staff
 - 3-8 student workers

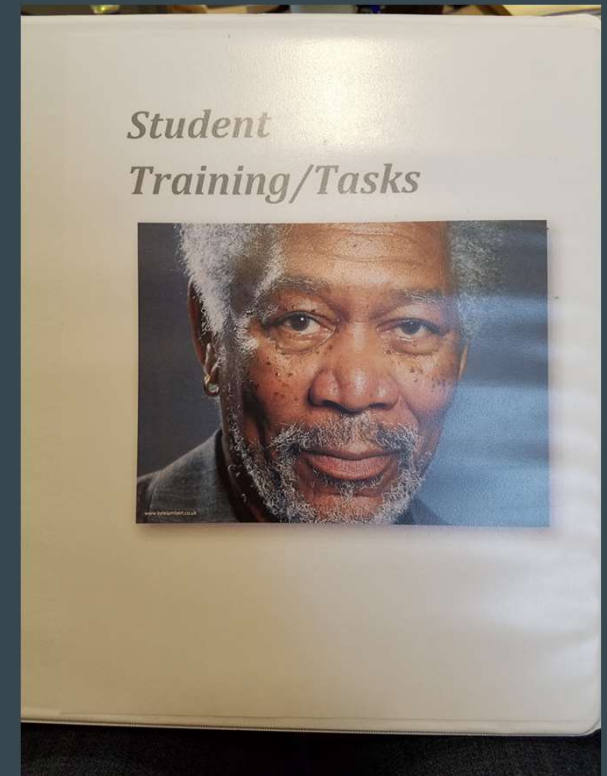


Initial Training- The Book

- ☞ Training manual created by students for students
- ☞ Overseen by Student Supervisor
- ☞ Includes information for quick reference (break policies, login info.)

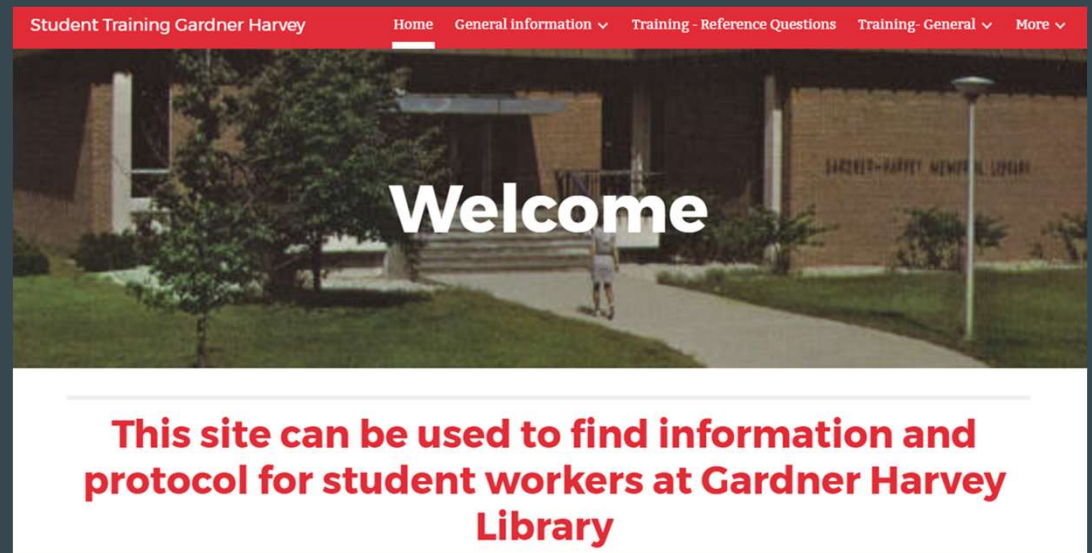
Student Training		Name:
Level 1		
General		
<input type="checkbox"/> Clocking in/out	<input type="checkbox"/> Hold calls	
<input type="checkbox"/> Breaks	<input type="checkbox"/> Website	
<input type="checkbox"/> Shelving	<input type="checkbox"/> Printer functions (staff room)	
<input type="checkbox"/> Shelf reading	<input type="checkbox"/> Printer functions (public)	
<input type="checkbox"/> New books	<input type="checkbox"/> locking/unlocking	
<input type="checkbox"/> Answering phone	<input type="checkbox"/> equipment available	
<input type="checkbox"/> Transferring calls		
Sierra		
<input type="checkbox"/> Checking in	<input type="checkbox"/> What to do with paging slips	
<input type="checkbox"/> Checking out	<input type="checkbox"/> Sending OL	
<input type="checkbox"/> Placing/activating holds	<input type="checkbox"/> Receiving OL	
<input type="checkbox"/> Renewing	<input type="checkbox"/> Sending MU	
<input type="checkbox"/> Searching in Sierra	<input type="checkbox"/> Receiving MU	
<input type="checkbox"/> using n for names	<input type="checkbox"/> Pick up anywhere	
<input type="checkbox"/> using b for barcodes	<input type="checkbox"/> sending pickup notices	
	<input type="checkbox"/> Hold shelf	
	<input type="checkbox"/> Manifest/ stats	

Level 2	
General	
<input type="checkbox"/> Library H3lp log in	
<input type="checkbox"/> Checking voicemail	
<input type="checkbox"/> Reference questions	
<input type="checkbox"/> Shifting collection	
<input type="checkbox"/> Adding money to Mulaa/IDs	
<input type="checkbox"/> Gimlet log in	
Sierra	
<input type="checkbox"/> Logging in Sierra	
<input type="checkbox"/> Item records (adding notes/messages)	
<input type="checkbox"/> Cancelling holds	
<input type="checkbox"/> Return unwanted	
<input type="checkbox"/> Printing paging slips	
TEC Lab	
<input type="checkbox"/> 3D printing	
<input type="checkbox"/> Makerbot	
<input type="checkbox"/> Dual Extruder	
<input type="checkbox"/> Makergear	
<input type="checkbox"/> Laser cutter	
Student special training	



Training - The Website

- ☞ Created to appeal to students that are comfortable with technology
- ☞ Easy to update
- ☞ Students can work at own pace
- ☞ Can hold more information
- ☞ Can be viewed anywhere



Training- Reference

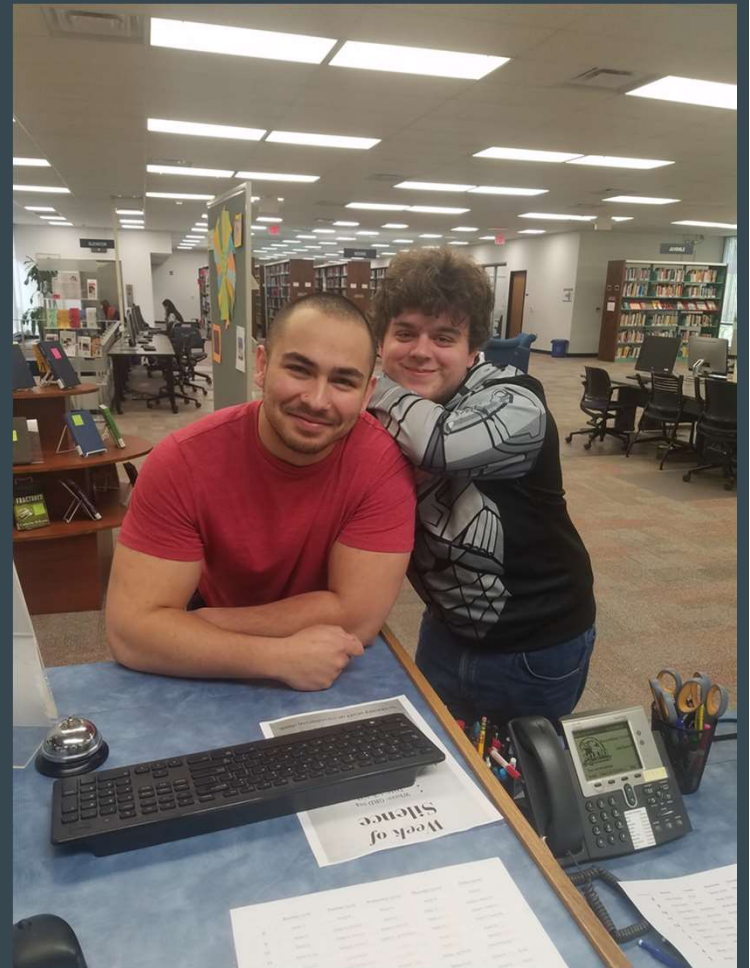
Reference training includes:

- ☞ Books and More
- ☞ Articles and More
- ☞ Citing Sources
- ☞ Determining Information Needs
- ☞ Textbooks on Reserve
- ☞ Getting Full Text
- ☞ Statistics



Peer training

- ☛ Students proficient in level 2 categories are able to train new workers.
- ☛ Rollover of student workers allows for continued peer training.
- ☛ Training also allows for sharing student strengths in technology, organization, and creativity.



Peer Reference

- ☛ Students cover majority of InfoDesk hours = Face of the library
- ☛ Student workers are empowered to answer a variety of patron questions - phone, chat, face-to-face
- ☛ Patrons are more comfortable asking employees who are their age for assistance with everything from printing, to locating a resource, to citations



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Our International Students

- ☞ Middletown ELL program
 - Intensive English Program for approximately 200 international students, mostly from China
 - Levels 1 - 5 for language development
 - Library hires levels 4 and 5
- ☞ Hiring international students bridges the cultural gap
- ☞ Staff and students learn about other cultures and build friendships



Motivation

- ☞ Project management
- ☞ Accountability
- ☞ Free food
- ☞ Recognition



Image courtesy of:
https://www.onwardhardware.com/documents/docsPr/36/22/YZ/BC/3622YZBC/1144606_700.jpg

... Date: 3/8/17 ...

Daily Tasks

- Morning Shipments Packed CL
- Manifest Entered & Erased CL
- MU Unpacked BK
- Ohiolink Unpacked BK
- Night Shift Packed KL/BK

Special Tasks

- Clean White Board in 110 KL
- Trash Jan. News Papers BK
-
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University of Mount Union Library



UMU Library

- ☞ Open ~90 hours per week
- ☞ Six full-time staffers
- ☞ ~ 40 student staffers (10 hours per week maximum)
- ☞ ~10 student supervisors (12 hours per week maximum)
- ☞ ~2300 FTE
- ☞ 2-3% International students



SuperCirc!

Talents/majors we court when hiring:

- ☞ Statistics
- ☞ Human Resources
- ☞ Graphic Design
- ☞ English/Writing
- ☞ Technology Nerds
- ☞ Research Skills
- ☞ Customer Service Experience



Peer Training provides:

- ☞ On-the-job training
- ☞ Opportunities to ask questions
- ☞ The chance to shadow more experienced workers
- ☞ Sharing tips and tricks learned over the years
- ☞ A more relaxed learning environment
- ☞ Résumé boosters for the trainers!

CIRCULATION DESK TRAINING CHECKLIST Updated 04/10/17-gm

Library tour

Printers, copiers (while on tour)

Where they are and how to use their functions:

- Print from UMU computers
- Everyone Print function
- Scan to Email
- Copy BW/Color
- Different paper sizes and how to load paper
- How to install printers

Computers/ Handbook

How to log into Sierra and Time Saver and how to use them

Communication with Wiki (check to

where to put the items, what to tell the professor

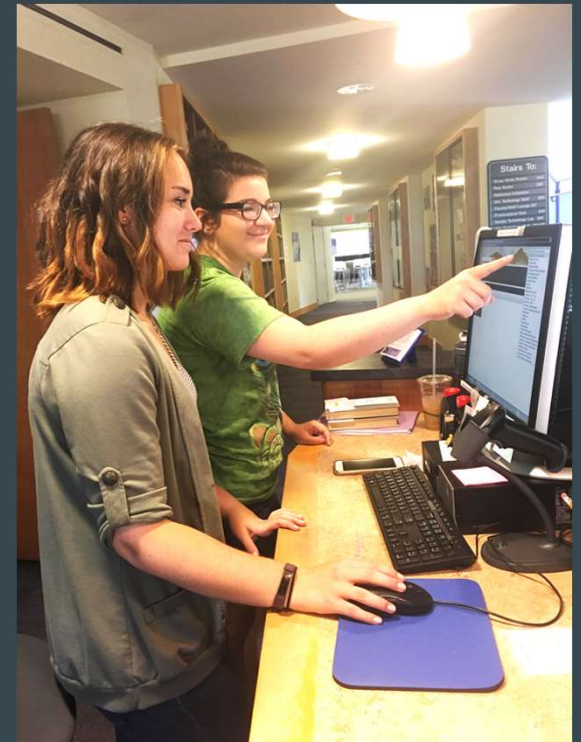
How to check out items on reserve

How to check in (look in handbook)

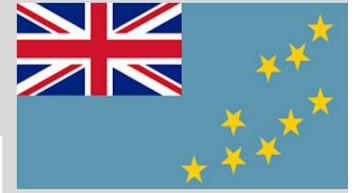
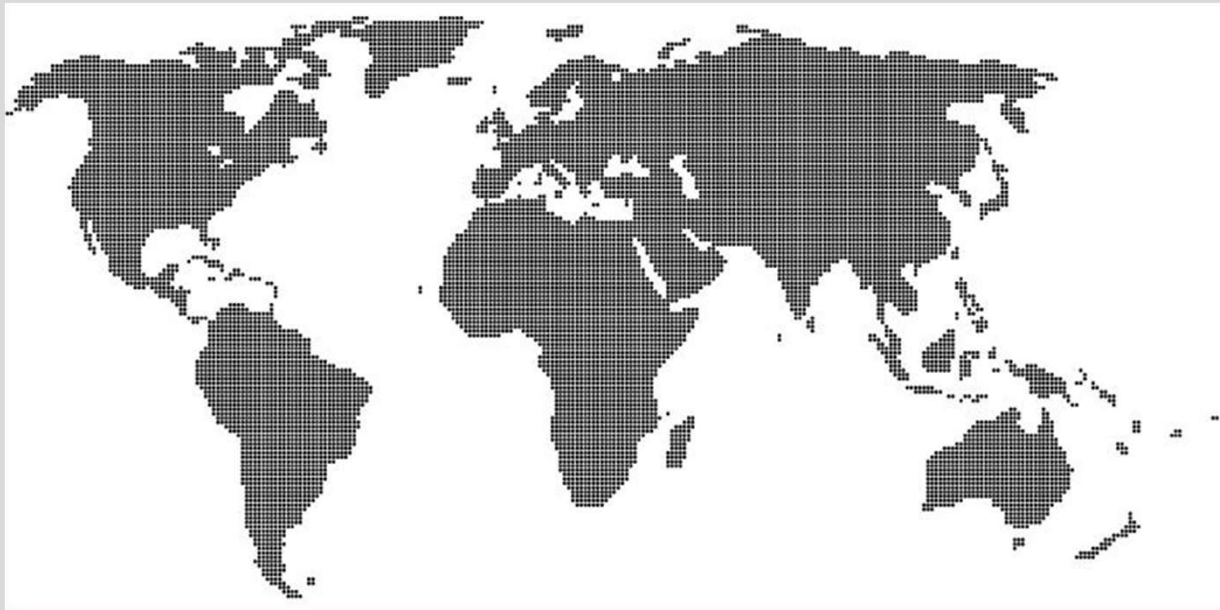
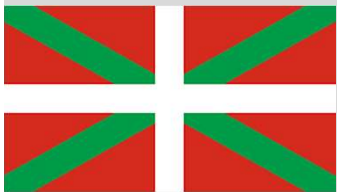
- Regularly circulating UMU items
- OPAL and OhioLINK items
- Pickup Anywhere items
- ILL items
- Overdue items
- Where to place items after check in
- How to renew items

How to check out (look in handbook)

- Regularly circulating UMU items
- Reserve items and newspapers
- OPAL/OhioLINK to UMU patrons



UMU Library iMentor Program



What iMentors Do



- We will work one-on-one or in small groups.
- 3 meetings will be offered within the first month of the semester.
- We'll help students become acquainted with the specifics of the services we offer.
- We provide a helpful library pocket manual for all students.



Advantages of Using Students as Peer Instructors

- ☞ Cheap labor
- ☞ Frees up staff time
- ☞ Builds new skills
- ☞ Fresh ideas
- ☞ Skill-sets they bring

Studies have shown that some of the benefits of using students as peer teachers include being relatable, approachable, and easy to understand as librarians can sometimes overcomplicate explanations (Bodemer, 2014; Farrell and Driver, 2010).



Disadvantages of Student Employment on Employers

- ☹ Short work time
- ☹ High turnover
- ☹ Accommodating class schedules
- ☹ Immaturity/ personality conflicts
- ☹ Part-time work is not usually their top priority



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Questions?



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<https://s-media-cache-ak0.pinimg.com/originals/d7/b3/31/d7b33138dc612adf07aee3e2ea522719.jpg>

References

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- ☛ Farrell, S. L., & Driver, C. (2010). Tag, You're It: Hiring, Training, and Managing Student Assistants. *Community & Junior College Libraries*, 16(3), 185-191.
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