



**25TH ANNUAL
INNOVATIVE USERS GROUP
CONFERENCE**

APRIL 2-5, 2017



The Awakening: Managing Student Workers



THE WORD IS OUT!



NEWS FLASH

- **Our libraries would not be able to function at its fullest capacity without student workers.**





***I wake up relatively
happy every morning.
Then I interact with
people and things
start to
change very
quickly.***





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What We Will Be Covering?

- How to select the best candidate for the job
- How to motivate student employees
- How to give constructive feedback





Question:

Do student workers need
training?





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Are you Finished Yet?



Shout it from the Mountain Top

- “When a customer has a bad experience, they tell 10 people. When they have a good experience, they tell two.”

unknown



Experience

- **“Customers don’t care what you know until they know that you care.”**

Digital Equipment Company

- **An unhappy customer remembers the incident for 23 and a half years and talks about it for 18 months.**

US Office of Consumer Affairs



Select the Best Candidate

Know how you will Supervise.

- Be firm
- Be fair
- Be kind
- Let employee know expectations during the interview.



Select the Best Candidate

- **One huge mistake supervisors make when hiring is they look and act desperate for employees, so there's no real planning**
- **Please don't hire without a scheduled interview**
- **For “Pete’s Sake” check references**



The Training Begins

- Detailed Checklist with every task expected
- Encourage questions
- Provide and Train with Manual
- No one is released to the desk alone before probationary training is over.



Motivate

- Encourage
- Acknowledge
- Awards
- Spotlight



Good Morning!!!



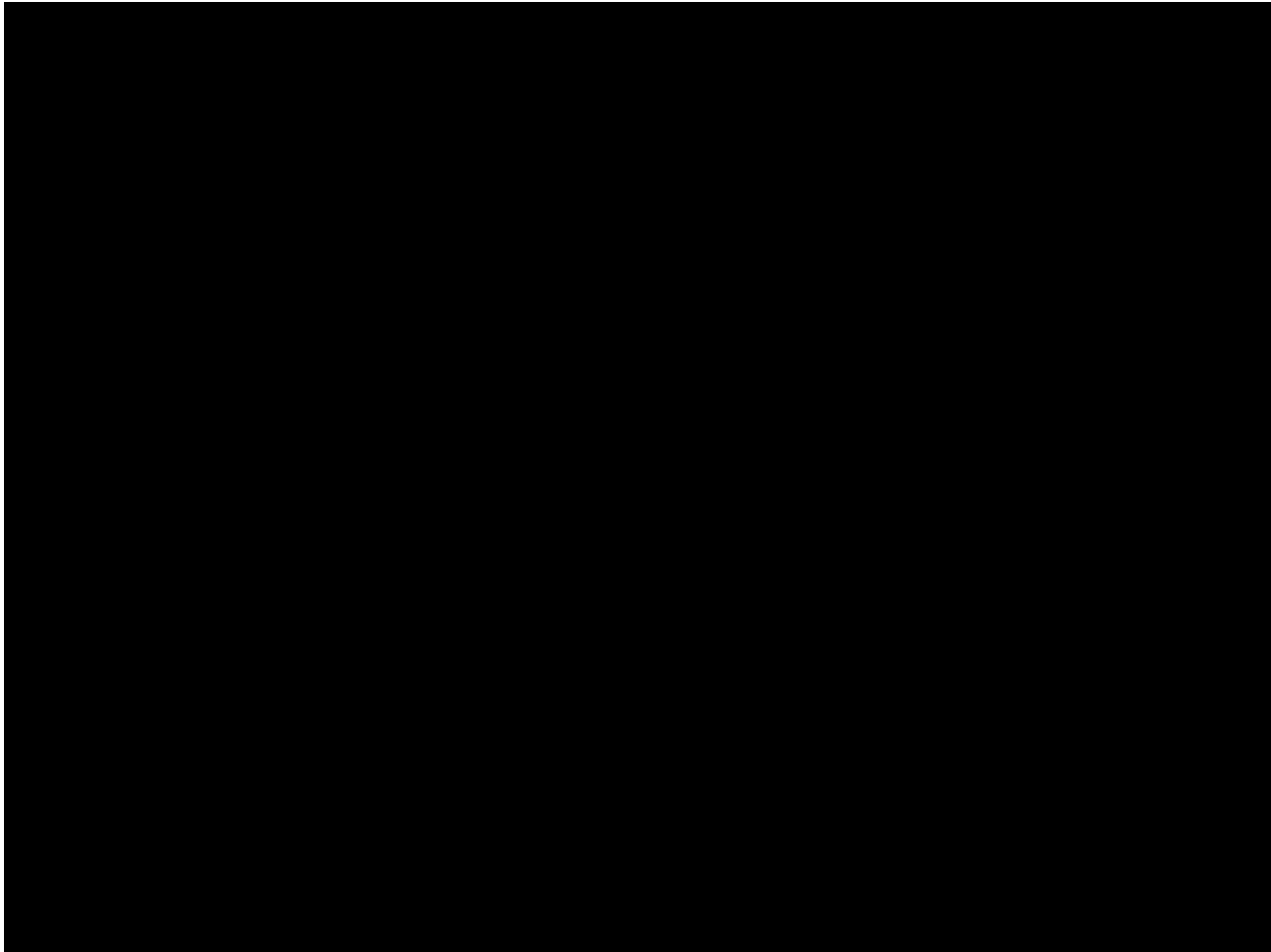
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Thank You!!!

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