Full Time Supervision for the Part Time Employee

Presented by: Sherryl Faulkner-Robinson

University of Arkansas Libraries
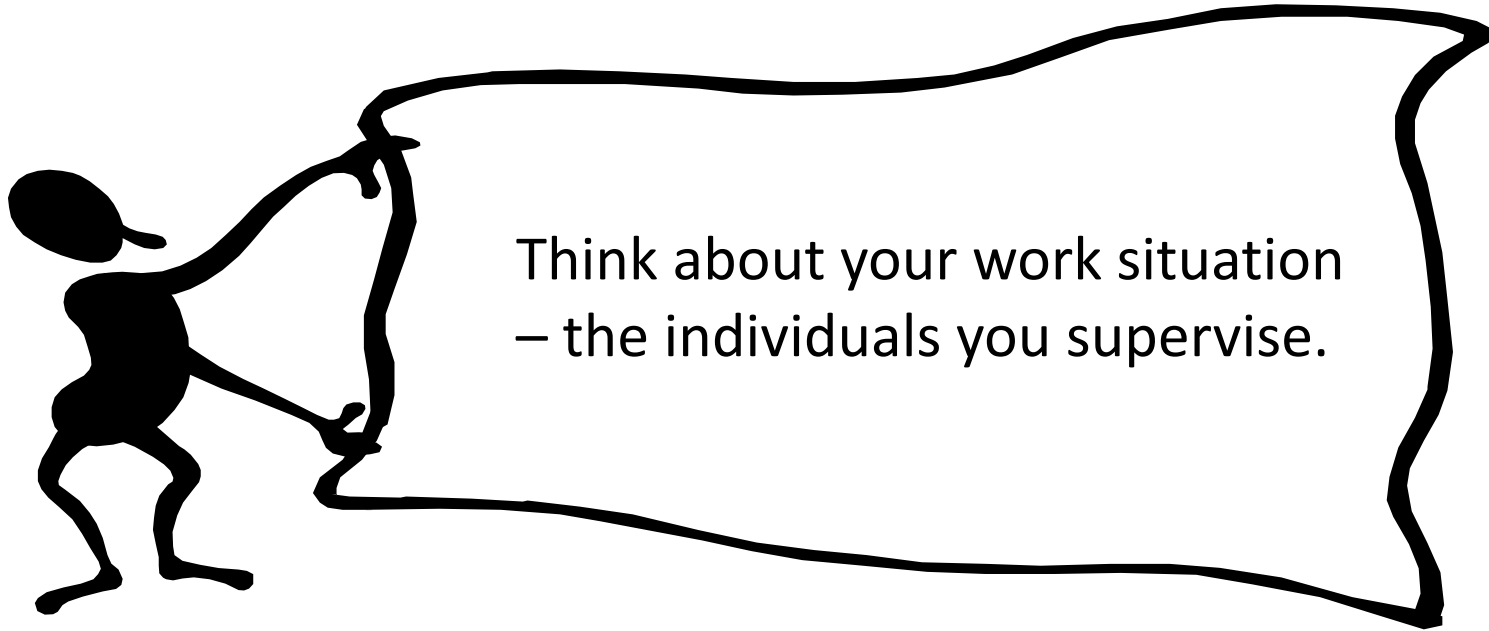
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Sunday, May 5th | Pre-Conference
Monday, May 6th – Wednesday, May 8th | Main Conference

Before we get started:

Let's think about what you would like from this session.

Think about your work situation – the individuals you supervise.

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What are your supervising issues?

❖ An employee's behavior that irritates you

❖ A situation that caught you by surprise

❖ A type of problem that if reduced, would make your job easier

❖ Another supervisor's predicament that you want to avoid

❖ A dilemma you've encountered and cannot resolve

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Supervising Students

Volunteer Management
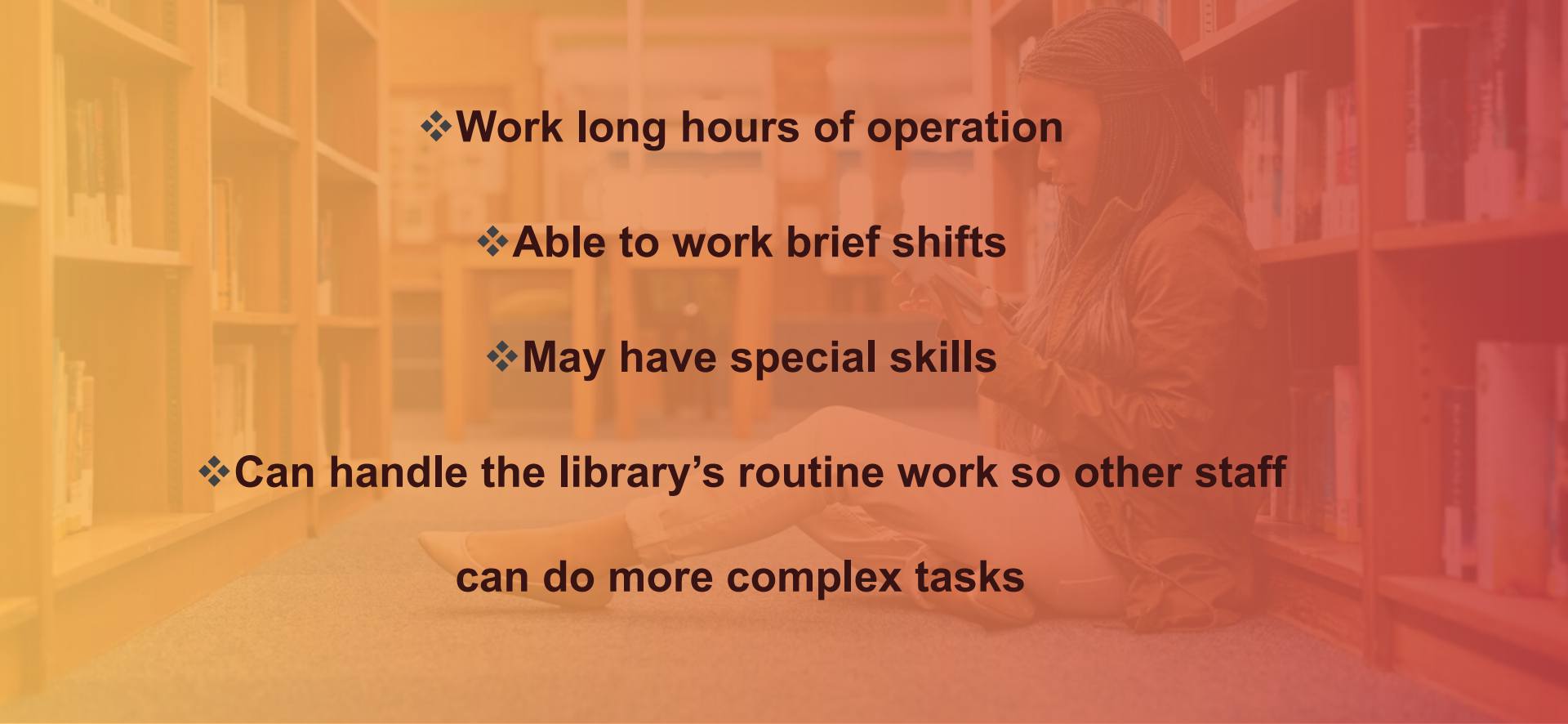

By Frits Ahlefeldt

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Facts about Part Time Employees

- ❖ Major component of staff

- ❖ Cost-saver for library

- ❖ Lowest in hierarchy

- ❖ Require disproportionate efforts to manage

What's special about part-time and volunteer employees?

Excellent pool of part-time workers to fill the library's part-time needs.

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❖ **Work long hours of operation**

❖ **Able to work brief shifts**

❖ **May have special skills**

❖ **Can handle the library's routine work so other staff**

can do more complex tasks

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Attitudes about student employees

The same student can be an asset under one supervisor and a liability under another.

Hiring the Right Person

The Job Description

❖ Components of the job

❖ Skills, knowledge **required**

❖ Skills, knowledge **desired**

❖ Work schedule requirements

❖ Workload expectations

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List three main characteristics that an employee would need to be successful in your position and your department.

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Performance Standards

❖ Reliable

❖ Prompt

❖ Cooperative

❖ Courteous and respectful

❖ Problem-solving

❖ Accurate work

Orientation: the Big Picture

❖ Sets tone, attitudes

❖ Articulates library's mission

❖ Provides information about the library

❖ Covers employment policies and procedures

On-The-Job-Training

❖ Vary methods

❖ Immediate supervisor primary contact

❖ Written training plan

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Training Sessions

❖ Two-way process

❖   Should include supplementary materials

❖   Should include testing

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How would you make it right?

❖ You were extremely rude to the patron.

❖ You always monopolize our staff meetings!

❖ You are SO creative!

Motivating staff and volunteers

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External Motivators

❖ Clear job requirements

❖ Job is valued by organization

❖ Consistent, fair application of rules

❖ Job includes taking responsibility and being accountable

❖ Assurance of continued learning

❖ Good performance is acknowledged

Why volunteer?

Volunteer Motivators

❖ Give back to the community

❖ Something to do

❖ Meet new people

❖ Learn new skills

❖ Work with friends

❖ Have fun!

Creating Motivators

❖ Clarify job expectations

❖ Demonstrate importance of job

❖ Ensure unbiased treatment of all staff

❖ Assign responsibility

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Creating Motivators – Continued

❖ Hold employee accountable

❖ Recognize accomplishments

❖ Support continual learning

❖ Reward high-quality work

Evaluating Your Employees

❖ Inform employee of process.

❖ Maintain privacy.

❖ Be positive, specific and constructive.

❖ Be clear about expectations and results.

❖ Comment on improved or deteriorating performance.

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Case Studies / Review

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Thanks for Coming!

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