

# Student staff feedback – competencies, training, partnerships, and evaluations in the User Services Department of Musselman Library

Musselman Library  
Gettysburg College  
Natalie Hinton

## BACKGROUND

User Services staff decided to survey student colleagues to glean from them training topics and information about their work that they want to learn. The survey tool used is below:

### User Services Student Survey

Help us plan Spring Semester training by letting us know what you know/would like to learn about working in the Library!

Check off ALL topics that you would be interested in learning more about:

- ☐ Understanding of library's customer service philosophy
- ☐ Physical layout of library
- ☐ Scope of library's collections(what we lend, how the collections are organized, etc.)
- ☐ Other departments and staff in library and what they do
- ☐ Finding items in the library
- ☐ Library systems (MUSCAT, Sierra, etc.)
- ☐ What goes where in the reshelfing area
- ☐ When and who to refer questions to
- ☐ Emergency procedures (panic buttons, leaks, fire drills, etc.)
- ☐ Sweeps procedures
- ☐ Straightening procedures

What other topics are you interested in learning about?

Your answer

SUBMIT

## Survey Responses

Check off all topics that you would like to learn more about:	Responses
Understanding of library's customer service philosophy	13
Physical layout of library	7
Scope of library's collections	17
Other departments and staff in library and what they do	23
Finding items in the library	6
Library systems (MUSCAT, Sierra, etc.)	16
What goes where in the re-shelfing area	5
When and who to refer questions to	19
Emergency procedures (panic buttons, leaks, fire drills, etc.)	18
Sweeps procedures	10
Straightening procedures	7

Other responses:

The rich history of Musselman library

Answering the phone and how to work that system

The exhibitions and all the fun stuff in Special Collections

Really anything

Cross training in other departments like ILL and Circ

Printing ALL things

Other departments/learn enough to have the ability to work for other departments on the fly, if needed.

## Training plans and outcomes from student responses

### Core Competencies designed :

- Understanding of library's service values
- Familiarity with physical layout of library / locations (collections) / stickers / abbreviations
- Familiarity with scope of library's collections / LC, by subject / Items that we lend, do not lend
- Familiarity with departments and staff in the library / work flow chart
- Finding items in library / search strategies
- Tools / Software / Systems
  - MUSCAT
  - Sierra (check in / check out)
  - LC Easy
  - Homepage navigation
  - ILL web
  - Lib Analytics questions
- Re-shelfing area
- Knowledge to refer questions and to whom
  - Library equipment
  - ILL
  - Research
  - Special Collections
  - Reserves
  - Media Services
  - Technical Services (donations, acquisitions)
  - Campus Information (CUB desk, print, technology assistance )
  - Familiarity with Emergency procedures / Fire alarms / power outage/ partial and full closure/panic buttons
  - Sweeps and Straightening

### Training for student colleagues:

User Services staff set up training stations in the library, at our assistive technology computer station, microfilm/fiche reading station , and the public scanners– to introduce student colleagues to unique areas in the building that sometimes cause patrons issues. The training was held on two afternoons, as paid time.

The User Services students were paid to meet at the campus IT Center, and were shown the available technology there. They became familiar with other campus services and ‘ambassadors’ for that Center. Students were paid to attend an orientation inside the library's Special Collections, as an introduction to those exhibits, the archives and services provided by that department. Student staff were encouraged to attend, as paid time, workshops sponsored by our campus Career Development department (telephone etiquette, work place etiquette) Attendance at any of the optional training sessions was noted for inclusion on the annual assessment/evaluation.

## RESULTS

A central plank of the library's strategic plan is to support lifelong learning on campus. We believe that an important way to contribute to that plank within the User Services department is through our work with student employees. We continuously strive to provide student staff with work that fulfills a needed function while being a learning experience for them.

**Assessment tool for student staff – as revised to respond to expanded training opportunities:**

Student Name:	Date of Evaluation:		
Supervisor Name:			
3 –Excellent; 2 – Satisfactory; 1 –Needs Improvement			
Skill	3	2	1
Customer Service – Attempts to fill lending requests as accurately as possible by checking the year, edition, etc. so that patrons at other libraries are getting the correct material. Also works to process receives for our patrons to the best of their ability so that their items are available for check out and also checked in so that they will not get blocked.			
Job Knowledge and Skills – Demonstrates a thorough understanding of their daily tasks; attempts to solve ILL issues or consults with the supervisor when there are 'problem children'; makes an effort to learn/do more while at work.			
Attitude and Conduct – Generally positive demeanor while at work; focused on the task at hand; tries to do their best in all circumstances			
Communication – Keeps their supervisor informed on anything that will affect their work; works well with the supervisor and other employees that they interact with, both staff and students.			
Reliability and Punctuality – Arrives to scheduled shifts on time; Makes arrangements if unable to work a scheduled shift; Checks in with supervisor			
Areas of Strength:			
Areas to Improve:			
Do you feel you feel this job is preparing you for work after Gettysburg?			

## CONCLUSIONS

- Asking our student staff what they want to learn, and learn more of – has resulted in stronger training and collaboration in our User Services department.
- Cross training opportunities have been recognized and deliberated within our department as a result of the assessment.
- Partnerships with campus departments outside the library have been established, and are growing.
- Collaboration with the library's Technical Services department is stronger as cross training on specific project tasks has evolved.
- Assessment conversations with student colleagues in the User Services department have resulted in stronger work place relationships, and contribute to the retention rate of student staff.