From the Bulletin Board to BlackBoard

Shane Hickey and Amanda Rudd
Georgetown University

Introduction - Who We Are

- Amanda Rudd - Weekday Evening/Consortium Loan Service Coordinator since 2008
- Shane Hickey - Interlibrary Loan Coordinator since 2012
- In addition to our day-to-day responsibilities, we train, supervise, and evaluate Access Services' part-time, student workers.

Lauinger Library Access Services

- ❖ 1 full time librarian and 11 staff
- ❖ 58 part-time student employees
- ❖ Total Circulations - 253,000
- ❖ Approx. 42,000 filled holds/paging requests
- ❖ Approx. 36,000 resource sharing requests filled

Access Services Units

❏ Lauinger Access Services divided into 5 primary units - Interlibrary Loan, Circulation/Reserves, Consortium Loan Service, Stacks Services, and Administrative Services

❏ 1 Department Head, 5 Unit Coordinators, 6 Access Services Specialists/Assistants

❏ Everyone in department responsible for student employee management to some degree.

Access Services Student Employees

- 58 students work in all 5 units of Access

- Many students are cross-trained across multiple units - 55%

- Work minimum 10 hours per week, up to 20

- Vast majority of them are FWS and all are full-time undergrads.

- Two tiers of student employees: standard and supervisory students (superstudents)

- Superstudents generally have at least one year of experience in the department before promotion

- Additionally they work more hours, close circulation desk 6 days a week, collect library fines, etc.

Student Employee Training

- Unit coordinators responsible for all unit-specific training
- Circulation Desk training is shared amongst a select group of full time staff - different training sessions for superstudents
- During either desk/unit training, students are instructed on the Department's use of student management tools
- Students receive additional training in customer service, basic reference, electronic resources, and printers/copiers

Criteria for Technology Adoption

- Will streamline workflow for both staff and students/increase productivity
- Confident the new technology will be used
- Easy to access, teach, and use

Centralization of Information: Before

- Staff:
  - binder full of policies
  - staff wiki

- Students:
  - email
  - paper, paper everywhere

Why Blackboard?

- Students use it daily for course work.
- Provided a timestamp for substitution slips.
- Minimal time spent on website creation meant more time for documents.

Georgetown
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Add Module

Personalize Page   ↑↓

Tools

Announcements

Calendar

Tasks

My Grades

Personal Information

Goals

My Courses

Courses where you are: Instructor

XXLibrary: Library Test Course

Courses where you are: Course Builder

FREN-251-03.Spring2008: RDG TXTS/FR-SPEAK WORLD: LITS.Spring2008 *(unavailable)*

XX_CNDLS_LLTStudentSurvey.Spring2008: Language Learning Technology Center: Spring 2008 Student Survey *(unavailable)*

XX_FREN_GatewayCoursesAssessment.Spring2008: French Gateway Courses Assessment Spring 2008 *(unavailable)*

Blackboard News

The New Blackboard Calendar

Spend less time organizing your calendar and more time doing what's on it. Consolidate course items into a modern, easy-to-use, personalized view. And export to third-party calendars like Google.

Player Controls

Blackboard Learn Quick Hit: Calendar Feature   YouTu

Monument

Calendar   Oct 7 — 13 2012

My Organizations

Organizations where you are: Leader

Access Services

Organizations where you are: Participant

Building & Floor Marshals

▽ **Library_Access_Services (Access Services)** 🏠

📁 Contacts
➕ 🗊 Communication
🗊 Discussion Board
➕ 📁 Training
➕ 📁 Article Reach (AR)
➕ 📁 Circulation Desk
➕ 📁 Consortium Loan Service (CLS
➕ 📁 Interlibrary Loan (ILL)
➕ 📁 Qatar
➕ 📁 Reserves
➕ 📁 Stacks
➕ 📁 Other Libraries Info
🔊 Announcements ⊘

◀ ⁞⁞⁞ ▶

ORGANIZATION MANAGEMENT

▽ **Control Panel**

▸ Files →
▸ Organization Tools →
▸ Evaluation →

Lauinger Library
Access Services
Students & Staff
Information & Communication

Discussion Board

Forums are made up of individual discussion threads that can be organized around a particular subject. Create Forums to organize discussions. *More Help*

Create Forum

Search ↑↓

Delete

☐	Forum	Description	Total Posts	Unread Posts	Total Participants
☐	**Happenings and Announcements**	Check here for messages/announcements from Supervisors. Also, if you have questions/comments about life in the Access Services department, feel free to start a thread or respond to an announcement.	84	15	11
☐	**Fun Lau Stuff**	Check here for fun activities between students and staff!	107	17	8

Patron Records

Enabled: Statistics Tracking

View these documents to learn about Patron Record creation.

Standard Duties ⌄

Enabled: Statistics Tracking

Attached Files: 📄 studentdeskduties.doc ⌄ (24 KB)

This is a list of all the things you should be doing at the Circ Desk during your shifts.

Damaged Books

Enabled: Statistics Tracking

Attached Files: 📄 What Damaged Books Look Like.doc ⌄ (27.732 MB)

Reserves and Holdshelf Areas

Enabled: Statistics Tracking

- **Please do not shelve books in the Reserves shelving unless it has a Reserves sticker on its front cover.**

- If you check-in an item whose patron name says "reser [insert name here]" it goes on the "Found Reserves Shelf" which is located to the right of Mike's desk. Simply place it there; nothing else needs to be done with it. Please **do not** shelve it with the regular Holds on the Holdshelf.

- Please do not shelve Reserves on the Holdshelf.

Opening and Closing ⌄

| Build Content ⌄ | Assessments ⌄ | Tools ⌄ | Publisher Content ⌄ |

Opening (Weekday) Students Check Here

Enabled: Statistics Tracking

Attached Files: 📄 Weekday Opening Students Responsibilities.docx ⌄ (15.261 KB)

If you have an opening shift Monday through Friday, check out this list of things you should be doing before opening.

Closing without a Supervisor?

Enabled: Statistics Tracking

Attached Files: 📄 ClosingSolo.doc ⌄ (35.5 KB)

Here's a list of things to do before you leave.

In case of this....?

Attached Files: 📄 Closing without Supervisor What If.docx ⌄ (15.57 KB)

If you're working without a supervisor... here's what you should do in certain situations.

- Students now close without supervisors 6 nights per week.
- Full-time staff able to attend more meetings and do more committee work.

Communication and Workflow

- Blackboard Discussion Boards
- Blackboard Substitutions
- Blackboard Email Function
- Google Scheduling
- Google Drive

Blackboard Discussion Boards

- Primary way for staff to communicate policy changes/reminders to student employees

- Students have the option to subscribe to individual forum - will receive an email whenever a new post is made

- Students can view information two ways, archive of all messages and policy changes, can foster open discussion of workflow

☐	9/19/13 6:12 PM	Media Items without Call Numbers
☐	9/19/13 6:08 PM	ArcGIS software
☐	9/19/13 2:12 PM	ILL pickup shelves in a new place
☐	9/10/13 10:25 PM	Reserves - returns and checking out
☐	9/6/13 7:57 PM	Welcome Anna Simon!
☐	5/8/13 12:16 PM	Staff Lounge Rules
☐	4/24/13 3:58 PM	Off-Campus Shelving Lib Use Only Items Procedures
☐	4/15/13 3:33 PM	Weekday Desk Shift Start Times
☐	3/25/13 12:57 PM	Booking Group Study Rooms, or: No More Google Docs!
☐	3/20/13 4:56 PM	Checking in ILL books
☐	3/8/13 5:11 PM	Daylight Savings Time - Sunday March 10
☐	2/6/13 11:19 AM	Incoming Books from the Law Center
☐	1/31/13 1:20 PM	Reserve Books in the Sorting Area

Board - Happenings and Announcements

- Student employees can comment or ask questions on policy posts - everyone can see conversation

Jeffrey Popovich LEADER MANAGER [Email Author]

Booking Group Study Rooms, or: No More Google Docs!

Hi All, no more google-docs for booking group study rooms. If you get livechats, phone calls, or requests at the desk to book a study room please refer the patron to the Library's website, to the bottom of the left column, to the link to patron-booking of study rooms.

Please do not take any more group study room reservations.

Reply

Anonymous

RE: Booking Group Study Rooms, or: No More Google Docs!

Does this also mean that the closing shifts no longer include posting the reservation printout on the 2nd & 4th floors?
-Nathaniel

Amanda Rudd LEADER MANAGER [Email Author]

RE: Booking Group Study Rooms, or: No More Google Docs!

You'll still have to post the printouts, but the closing supervisor will be printing them out before he or she leaves.

Board - Fun Lau Stuff

Boards - Student Substitutions

- In the pre-Blackboard days, students had to fill out individual, paper slips to request substitutions for circulation desk shifts
- Full time staff would have to sign and approve every substitution request
- System was time consuming, labor intensive, and prone to error

Board - Circulation Desk Substitutions

- Rules - "This is a forum for you to arrange substitutions for your desk shifts. Keep in mind, you are responsible for any shift that is not covered unless you give more than two weeks notice. If that is the case, you must still notify the supervisor on duty for your shift that it is not covered. If you sign up for a shift, you are responsible for it. **Include date, time, and day of the week you need a substitute in the thread title**."

- Similar policy applies to superstudents. Stacks, CLS, ILL all have separate substitution policies.

	☰	Date ▽	Thread	Author	Status
☐		10/22/13 9:30 PM	**Tuesday, November 26th 4:00-5:00pm**	👤 Emma Gross	Published
☐		10/22/13 9:24 PM	**Thursday, October 31 7:00-10:00pm**	👤 Emma Gross	Published
☐		10/22/13 7:13 PM	**Monday, December 2nd: 9am - 11am**	👤 Chloe Lazarus	Published
☐		10/22/13 7:12 PM	**Wednesday, November 27th: 2pm - 4pm**	👤 Chloe Lazarus	Published
☐		10/20/13 4:09 PM	Monday 10/21 2:00pm-4:00pm	👤 Juan Tirado	Published
☐		10/17/13 10:35 PM	**Friday 10/18 9-11 AM and/or Sunday 10/20 10:30AM-2PM**	👤 Maxwell Menard	Published
☐		10/13/13 6:04 PM	**Sunday, 10/19, 2-6 PM and Monday, 10/20, 4-6 PM**	👤 Elizabeth Teitz	Published
☐		10/2/13 8:15 AM	**Sunday, October 20th 3:00 PM- 6:00 PM**	👤 Casey Nolan	Published
☐		10/2/13 8:12 AM	**Saturday, October 19th 6:00 PM- 7:00 PM**	👤 Casey Nolan	Published
☐		10/1/13 3:12 PM	Friday, October 4, 6pm-10pm	👤 Candace Milner	Published
☐		9/24/13 7:11 PM	**Saturday 10/5 12-2pm**	👤 Zoe Gadegbeku	Published
☐		9/19/13 2:24 PM	**Friday, October 11, 2013: 12:00-1:00**	👤 Jeffrey Smith	Published
☐		9/15/13 1:08 PM	**Thanksgiving Shifts - Need Someone to Cover**	👤 Chloe Lazarus	Published
☐		3/14/13 2:33 PM	Missing your desk shift	👤 Sandra Marroquin	Published

Substitution Board

Juan Tirado [Email Author] 9 days ago

Monday 10/21 2:00pm-4:00pm

Can anyone take my desk shift tomorrow from 2:00pm-4:00pm? My prof rescheduled the time we could take a test. Thanks :)

Reply

Chloe Lazarus [Email Author] 9 days ago

RE: Monday 10/21 2:00pm-4:00pm

I can take your shift!

▲ Hide 3 replies

Juan Tirado [Email Author] 9 days ago

RE: Monday 10/21 2:00pm-4:00pm

Thank you!

Juan Tirado [Email Author] 9 days ago

RE: Monday 10/21 2:00pm-4:00pm

Is there any way you could take my whole shift? 2:00pm-6:00pm

▲ Hide 1 reply

Chloe Lazarus [Email Author] 9 days ago

RE: Monday 10/21 2:00pm-4:00pm

Yes, I can take the whole shift! :]

Substitution Post

Discussion Board Effects

Benefits:

- Centralized system to manage circulation desk substitutions
- Substitution requests can be submitted and accessed from any computer with internet access
- Students can subscribe to substitution forums
- Students can use forums to arrange last minute subs
- Significantly less staff time spent on managing substitution process

Limitations:

- Sometimes students still forget they signed up to be a desk sub
- Like old system, not all shifts will be covered

Blackboard Email and Contacts

- Blackboard provides an efficient tool to quickly contact all student employees and staff.

- Emails can be sent to all users at once, or individual users can be selected.

- Provides our students a fast way to search for last-minute subs.

Sharing Documents - Google Drive

★ Georgetown's adoption of Google Apps provided us with an opportunity to further integrate Access Services workflow into the daily routine of our student employees.

★ Drive - able to share spreadsheets, forms, documents, and more.

	A	B	C	D	E
1					
2	**Interlibrary Loan**				
3					
4	Call Number	Barcode (Last 4 digits)	Request Date	Received Date	Total Requests
5	HV6535.A8 M84 1996	9616	9/2/2013	9/4/2013	66
6	DS247.A27 A23 1987	7041	9/5/2013	9/6/2013	
7	AC5 .V48 1963	6411	9/5/2013		
8	DS752 .T36 1959	1052	9/5/2013		
9	E83.866 .C93 1986	9342	9/5/2013		
10	DD247.H66 A3 2004	4281	9/5/2013		
11	DS771.5.I22	5589	9/5/2013		
12	PJ8167.C3 U4 1974	6020	9/5/2013		
13	Thesis 7178	8954	9/6/2013		
14	PJ7804.R5 T3	9726	9/6/2013		
15	KKH9860.C743 M37 1985	4098	9/6/2013		
16	BF353 .S36 1989	3269	9/7/2013	9/10/2013	
17	PN 58 C53	1067	9/10/2013	9/11/2013	
18	HQ799 A3 C55 2001	5284	9/10/2013	9/11/2013	
19	PA4229 L8 F8 1947	6303	9/12/2013	9/13/2013	
20	E340.G2 B4	4256	9/12/2013	9/13/2013	
21	P945 .B65 1984	-100	9/12/2013	9/13/2013	
22	PL2919.A58 X86 2001	-577	9/12/2013	9/13/2013	
23	DS734 .H69 1983	5281	9/12/2013	9/13/2013	
24	PT2607.U493 R525 1983	8053	9/12/2013	9/13/2013	
25	E459 .L83 1971	8402	9/12/2013	9/13/2013	
26	Thesis 6764	4477	9/12/2013	9/13/2013	

Example Off Campus Shelving Request Log - ILL

Scheduling - Google Calendar

- Unit coordinators are able to create easily shareable calendars of student staff schedules.

- These calendars can be shared with both students employees and other library staff.

- Has allowed the department to better keep track of 58 students.

	Sun 11/3	Mon 11/4	Tue 11/5	Wed 11/6	Thu 11/7	Fri 11/8	Sat 11/9

Sun 11/3
- 10 – 2p Max Menard
- 11 – 2 Case
- 11 – 2 Jon
- 11 – 1p Reuben Atkins
- 1p – 3 Melis
- 1p – 3 Tom Reid
- 2p – 7 Zara
- 2p – 6 Liz T
- 2p – 5 Yane
- 3p – 8 Jay
- 3p – 6 Casey Nolan
- 5p – 7 Chloe
- 6p – 8 Mich (Min) Kim
- 6p – Kristin
- 7p – 9 Anne
- 7p – 9 Ellen
- 7p – 8 Natasha
- 8p – 1 Max Mena
- 8p – 10p Laura Galanter
- 10p – Court Hodg

Mon 11/4
- 8 – Be
- 8 – Tor
- 8 – Ca pb
- 8 – Co tne
- 8 – Me ss:
- 8 – 9 Daniel Cook
- 9 – Alys sa Laz
- 9 – Mic hae
- 9 – Chloe Laza
- 10 – Nash
- 10 – 1 Jack
- 11 – Re nen
- 11 – Ma el
- 11 – Angela Xu
- 1p Ca dade
- 1p Ala na
- 1p La a
- 1p Mat
- 1p Kri tin
- 1p Br nd
- 1:30p Daniel
- 2p Jun Tir do
- 2p Nic k
- 2:3 Joy:
- 3p Ke h
- 3:15 Ma el
- 3:3 Br n
- 4p Lia Te z
- 4p – 6 Hai
- 5p Ha sh
- 6p Jet
- 6p Joy
- 6p Zoe
- 6p Reu en
- 6p Kri sti Atkins
- 7p – 9p Thelma Hern ndez
- 8p – Jay
- 8p – 1 Reub
- 8p – 1 Ben Balo ugh
- 9p – 12 Daniel Cook
- 10p – 12 Natasha Weimer

Tue 11/5
- 8 – Al ss a Laz zer ni
- 8 – N Fr n so o
- 8 – Co el
- 8 – Y e
- 8 – Me lis a
- 9 – H
- 9 – K th
- 9 – Jani e Ris e
- 10 – A ne te
- 10 B an
- 10 Ain
- 10 Gentry
- 11 – C th ri e S Y
- 11 Ag o
- 12 Nik
- 12 Je Y
- 12:30 Na as
- 1p B n B
- 1p Ja me M ch ae
- 1p Ka la Co cor an
- 1p Bri nc
- 1p Kri st
- 1p Har shi
- 2p Co ur ney
- 2p Ke th
- 2p Matt Mar tin
- 3p Ge try
- 3p Mi sa
- 3i Miel
- 3:3 Jun
- 3: Jac
- 4p Da ni l Co ok
- 4p Ja e
- 4p a
- 4p Erl m
- 5p Zoe Ga de be u
- 5p Ca hy
- 5p Er ma
- 5:30 Jo Steffi
- 6p Sa m nt a Br nc
- 6p Fr nc ily
- 6p Er ily
- 6p Steffi
- 7p – 8p Aria Vitale
- 7p Ben
- 8p – Aria
- 8p – Ellen
- 9p – 12 Kayla Corco
- 10p – 12 Liz Teitz

Wed 11/6
- 8 – Be
- 8 – To
- 8 – Ca pb
- 8 – Co ney
- 8 – Na sha We me
- 8 – 9:3 Melis sa
- 9 – Zoe Gadeg
- 10 Cri sta
- 10 Nat sha
- 10 Co ney Hoe
- 10 – Jua
- 10 – Jac
- 11 Ma el
- 11 Ar ela Xu
- 12p – 1p Max Menard
- 12:3 Alai na
- 1:30 Jo
- 1p Ma t
- 1p Kri tin
- 1p Ha sh
- 2p Da iel
- 2p Ch oe
- 2p Nick
- 2:30 Joyc
- 3p Ar
- 3p Ke h
- 3:3 Br n
- 3p Ju n Tir do
- 3: Miel
- 4p Da iel
- 4p Ja e
- 4p La a
- 4p Steffi
- 5p Ca hy
- 5p Er ma
- 5p Laur a Galant er
- 6p Ch s
- 6p Bre a
- 6p Jan s Mich el
- 6p Joy c
- 7p Er ma Gr ss
- 7p – 9 Thelm Hern ez
- 8p – 1 Chris DeAn elo
- 9p – 12 Alyssa Lazzeroni
- 10p – 12 Natasha Weimer

Thu 11/7
- 8 – ely
- 8 – Na has
- 8 – Me
- 8 – Ka l Ha
- 8 – 9 Ha
- 8:30 Ma el
- 8:45 Ke
- 9 – 1 Jani Ro ale
- 9 – ur ney
- 10 Br n
- 10 Jac k
- 10 Ge ia
- 10:1 Ge V
- 10 Ala
- 11 Be B
- 11 Kri st n R nz
- 11 Na a
- 11 Ca he ne Yin
- 11 N ic
- 12 Be B.
- 12 Al na
- 12 Ka la Co con
- 12 Er ma
- 12 Je
- 1p Ma t
- 1p Kri tin
- 1p Ha sh
- 1p Zara
- 1p Cry al Wa r
- 1:30 Fr ncis co
- 2p Ni k
- 2p S m nt a rda
- 2p Sa ma tha Ga cia
- 2p Cat hy
- 3p Ar
- 3p Me ssi
- 3p Da iel Ne me
- 3:30p
- 4p Erl y
- 4p Har shini Pyat a
- 4p Ja e
- 4p La a
- 4p Re ube
- 5p Ja y
- 5p Er ma
- 5p – 7 Hars hini Pyat a
- 6p El C ern
- 7p Er ma Gr ss
- 8p – 1 Ellen
- 8p – 1 Mich a
- 10p – 12 Kristin Ronzi

Fri 11/8
- 8 – E my
- 8 – C ur ney
- 8 – Je
- 8 – 9 Liz Teitz
- 9 – M x Me na d (M
- 9 – C m be l
- 9 – An te
- 9 – 1 Mi ch el
- 9 – 1 Ke
- 10 C mm be
- 10 A na
- 10:1 Ge nt y
- 11 Kri st n R nz
- 11 Mi ch
- 11 Ja k
- 11:1 Steffi
- 12 Be nz
- 12 Jen S
- 1p Mi lis a
- 1p T r R d
- 1p – 3p C ysal
- 2p S m nt a rda
- 2p Ja mes Michael
- 2p B ar
- 2p J on
- 3p A V l
- 3:30
- 4p Ma tt
- 4p C ur ney
- 5p Ja y
- 5p – 6p Yanely Perez
- 6p C
- 6p – 8p Alyssa La
- 6p – 8p Zara
- 8p – 10p Kayla Corcoran
- 9p – The Hern dez

Sat 11/9
- 9 – 2p Max Men ard
- 10 – Ste
- 10 – Ca pb
- 10 – Fra cis y
- 10 – Ca ey
- 10 – 1 Nath an
- 11 – 1 Alain a
- 12 Zo
- 12 Chri s De
- 1p – 3 Chloe
- 2p Kri n Ro i
- 2p – Zara
- 2p – 4p Matt Martin
- 3p – Can ce
- 3p – 5 Brian
- 4p – Anni e
- 4p – Danie le Neme
- 6p – 10p Samanth Garcia
- 6p – 7p Casey No
- 7p – 10p Daniel Cook

Creating the Desk Schedule

- Creating the circulation desk schedule was a labor intensive process. Administrative coordinator would request students submit a list of both first choice and second choice hours.

- The Administrative Coordinator would then try to give everyone their first choice hours - this did not always work.

- This system was labor/time intensive, lacked transparency, and someone was always unhappy with their schedule.

Flex Schedule - Finals

- Flex Schedule - modified schedule during the finals period each semester.

- All desk students would have to line up by 8 am on a select day to sign up for the Flex Period.

- This system created a very large burden on our students during the stressful finals period.

Solution - Collaborative Scheduling

- Real time scheduling using a Google spreadsheet.
- All students logged into their Google Drives during the same one hour period.
- Students entered their names into the shifts that they wanted.
- Students communicated with each to resolve conflicts.
- Final spreadsheet data entered into Google Calendar.

	Tue. 4/30/13	Wed. 5/1/13	Thu. 5/2/13	Fri. 5/3/13	Sat. 5/4/13	Sun. 5/5/13	Mon. 5/6/13	Tue. 5/7/13	Wed. 5/8/13	Thu. 5/9/13	Fri. 5/10/13	Sat. 5/11/13
8:00 - 9:00	Anastasia Baran	Nathaniel MacArthur	harrison hutchens	Kayla Corcoran			harrison hutchens	Nathaniel MacArthur	Kayla Corcoran	Josh Donovan	Roxanne Salas	
9:00 - 10:00	Anastasia Baran	Nathaniel MacArthur	harrison hutchens	Kayla Corcoran	Courtney Hodge		harrison hutchens	Nathaniel MacArthur	Kayla Corcoran	Josh Donovan	Roxanne Salas	Roxanne Salas
10:00 - 11:00	Anastasia Baran	Nathaniel MacArthur	harrison hutchens	Kayla Corcoran	Courtney Hodge	harrison hutchens	harrison hutchens	Nathaniel MacArthur	Kayla Corcoran	Josh Donovan	Roxanne Salas	Roxanne Salas
11:00 - 12:00	Anastasia Baran	Nathaniel MacArthur	harrison hutchens	Kayla Corcoran	Thelma Hernandez	harrison hutchens	harrison hutchens	Nathaniel MacArthur	Kayla Corcoran	Josh Donovan	Roxanne Salas	Roxanne Salas
12:00 - 1:00	Thelma Hernandez	Roxanne Salas	harrison hutchens	Alyssa Lazzeroni	Nathaniel MacArthur	harrison hutchens	harrison hutchens	Josh Donovan	Roxanne Salas	Josh Donovan	Josh Donovan	Roxanne Salas
1:00 - 2:00	Alyssa Lazzeroni	Alyssa Lazzeroni	harrison hutchens	Alyssa Lazzeroni	Nathaniel MacArthur	harrison hutchens	harrison hutchens	Josh Donovan	Roxanne Salas	Josh Donovan	Josh Donovan	Roxanne Salas
2:00 - 3:00	Alyssa Lazzeroni	Alyssa Lazzeroni	harrison hutchens	Bobby Miller	Nathaniel MacArthur	harrison hutchens	harrison hutchens	Josh Donovan	Roxanne Salas	Josh Donovan	Bobby Miller	Roxanne Salas
3:00 - 4:00	Nathaniel MacArthur	Nathaniel MacArthur	harrison hutchens	Bobby Miller	Nathaniel MacArthur	harrison hutchens	harrison hutchens	Josh Donovan	Roxanne Salas	Josh Donovan	Bobby Miller	Roxanne Salas
4:00 - 5:00	Nathaniel MacArthur	Nathaniel MacArthur	Bobby Miller	Bobby Miller	Nathaniel MacArthur	harrison hutchens	Bobby Miller	Josh Donovan	Roxanne Salas	Josh Donovan	Bobby Miller	Roxanne Salas
5:00 - 6:00	Nathaniel MacArthur	Nathaniel MacArthur	Bobby Miller	Bobby Miller	Nathaniel MacArthur	harrison hutchens	Bobby Miller	Josh Donovan	Roxanne Salas	Josh Donovan	Bobby Miller	Roxanne Salas
6:00 - 7:00	Bobby Miller	Bobby Miller	Bobby Miller	Bobby Miller	Kayla Corcoran	Bobby Miller	Bobby Miller	Alyssa Lazzeroni	Roxanne Salas	Alyssa Lazzeroni	Josh Donovan	Roxanne Salas
7:00 - 8:00	Bobby Miller	Bobby Miller	Bobby Miller	Bobby Miller	Kayla Corcoran	Bobby Miller	Bobby Miller	Alyssa Lazzeroni	Roxanne Salas	Alyssa Lazzeroni	Josh Donovan	
8:00 - 9:00	Bobby Miller	Bobby Miller	Nathaniel MacArthur	Josh Donovan	Kayla Corcoran	Kayla Corcoran	Kayla Corcoran	Kayla Corcoran	Nathaniel MacArthur	Anastasia Baran	Nathaniel MacArthur	
9:00 - 10:00	Bobby Miller	Bobby Miller	Nathaniel MacArthur	Josh Donovan	Kayla Corcoran	Kayla Corcoran	Kayla Corcoran	Kayla Corcoran	Nathaniel MacArthur	Anastasia Baran	Nathaniel MacArthur	
10:00 - 11:00	Bobby Miller	Bobby Miller	Nathaniel MacArthur			Kayla Corcoran	Kayla Corcoran	Kayla Corcoran	Nathaniel MacArthur	Anastasia Baran		

Student Spreadsheet

Benefits of Collaborative Scheduling

- Significantly reduced confusion for student employees
- Administrative Coordinator had a 75% reduction in time spent managing this process
- Student employees were able to create schedule from anywhere
- Conflicts were resolved amongst student workers

Student Evaluation

Before Blackboard:

- Staff evaluated students at end of semesters to determine raises.

- Students did not receive formal feedback or see evaluation results.

Peer Evaluations

- First evaluation process we used.
- Evaluations were completed on paper forms.
- Staff members had to use numbers to keep forms confidential.
- Average scores were posted to Blackboard so students could assess their individual results.

Peer Evaluations

- Only organization leaders are able to see results of evaluation.
- Results are collated by the software.

Desk Skills Quiz

- More objective than peer evaluations
- Evaluates our training as much as our students: particularly in 2013
- Composed mostly of basic questions, with a few tougher questions thrown in: 4 multiple choice, 14 short answer.
- Students had been working one month.

Where are the CJK Reference materials?

Correct		Percent Answered
☑	Lower Level	12.5%
	1st floor	29.167%
	2nd floor	4.167%
	3rd floor	50%
	4th floor	4.167%
	5th floor	0%

How many times can patrons from the following groups renew

Georgetown undergraduate students

Correct	Answers	Percent Answered
	zero	4.167%
	1	45.833%
☑	3	50%
	Unanswered	0%

Georgetown graduate students

Correct	Answers	Percent Answered
	zero	8.333%
☑	1	29.167%
	3	62.5%
	Unanswered	0%

GT faculty members

Correct	Answers	Percent Answered
☑	zero	16.667%
	1	4.167%
	3	75%
	Unanswered	4.167%

Not encouraging.

How to make it better

- Find teachable moments and encourage our super-students to find them, as well
- Daily policy reminders in BlackBoard
- Create training videos

Challenges and System Quirks

-
- Staff implementation
- Hiring non-Georgetown employees
- Software "upgrades"

Alternatives Management Technologies

- Staff Wikis
- LibGuides
- Survey Monkey
- Tumblr
- Google (Evaluation)
- BlackBoard (Calendar)

Conclusion

❏ Integrate Access Services into their daily academic routines

❏ Communicate, communicate, communicate

❏ Reduce staff hours spent managing student employees

❏ Maintain a centralized repository of policies and procedures that could be accessed by student staff