# 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 crosstrained 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
  - o staff wiki

- Students:
  - o email
  - o 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.

Libraries Support

11

Personalize Page



Tools |

Calendar

Announcements

0

0 0

Tasks
My Grades

Personal Information

Goals

My Organizations

Organizations where you are: Leader

Access Services

Organizations where you are: Participant

Building & Floor Marshals



Blackboard News

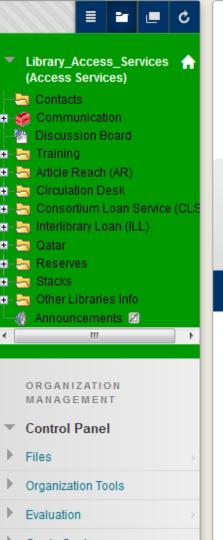
The New Blackboard Calendar

Spend less time organizing your calendar and more time doing

what's on it. Consolidate course items into a modern, easy-touse, personalized view. And export to third-party calendars like Google.

Player Controls





Contacts

🛨 🔄 Training

🛨 🔚 Qatar 🛨 🖳 Reserves 🛨 🖳 Stacks

Files

Evaluation



#### Lauinger Library

**Access Services** Students & Staff Information & Communication

Search

T1

#### Discussion Board

Create Forum

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

Delete Total Unread Description Forum Posts Posts Participants Check here for messages/announcements from 11 Happenings and 84 Announcements 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. **Fun Lau Stuff** Check here for fun activities between students and staff! 107



Enabled: Statistics Tracking

View these documents to learn about Patron Record creation.



Standard Duties 
Enabled: Statistics Tracking

acking

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



#### Reserves and Holdshelf Areas

|

- Enabled: Statistics Tracking
  - abled. Statistics fracking
  - 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
  - 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

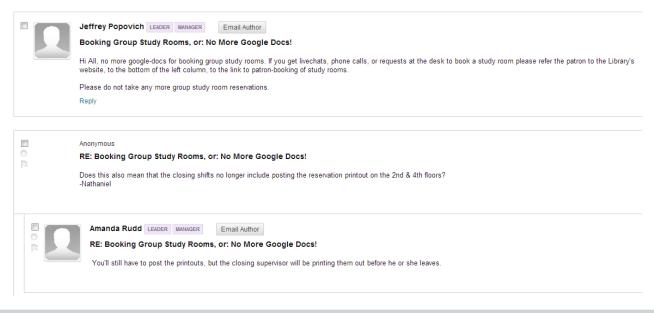
#### **Blackboard Discussion Boards**

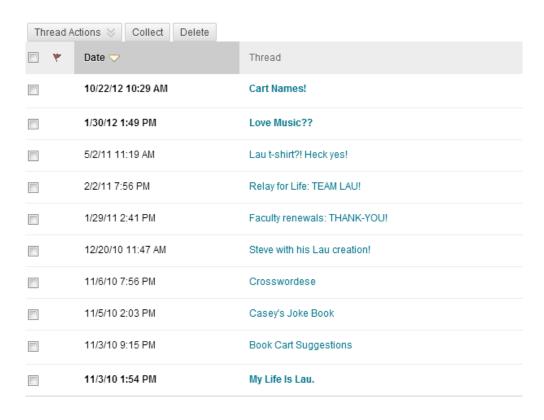
- Primary way for staff to communicate policy changes/reminders to student employees
- Students have the option to subscribe to individual forum will receive an email whenever a new post is made
- Students can view information two ways, archive of all messages and policy changes, can foster open discussion 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





Board - Fun Lau Stuff

#### **Boards - Student Substitutions**

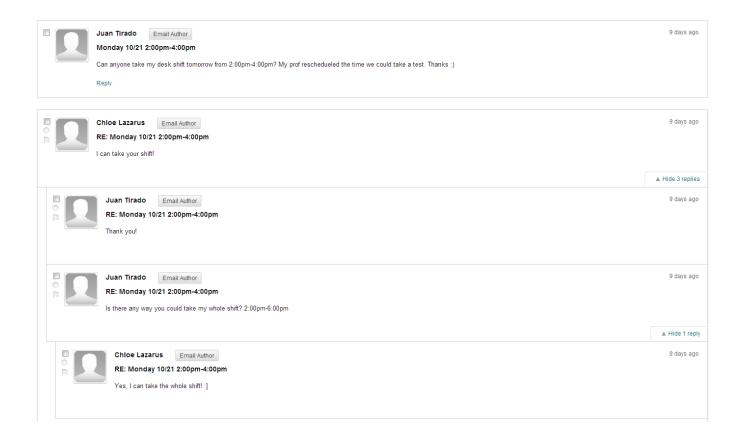
- In the pre-Blackboard days, students had to fill out individual, paper slips to request substitutions for circulation desk shifts
- Full time staff would have to sign and approve every substitution request
- System was time consuming, labor intensive, and prone to error

#### **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**



#### **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**

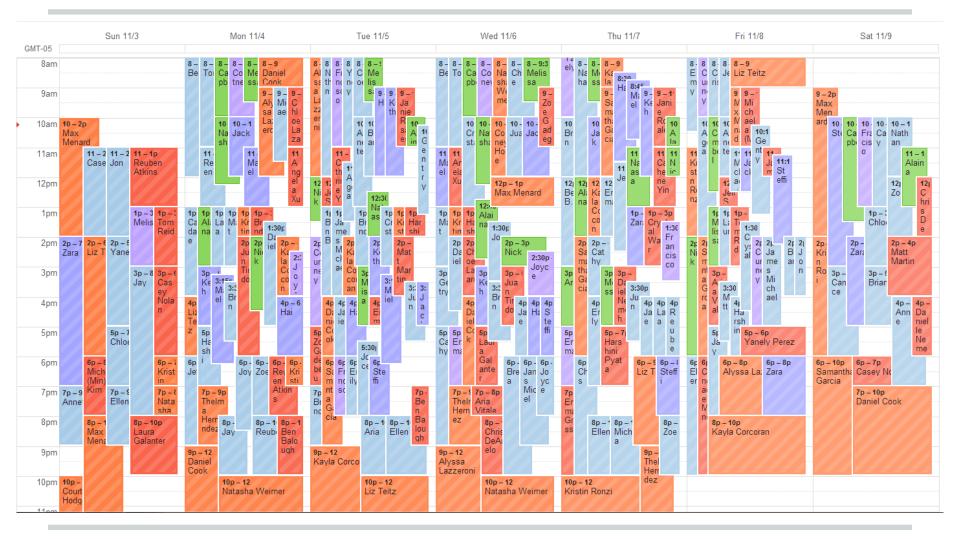
- ★ Georgetown's adoption of Google Apps provided us with an opportunity to further integrate Access Services workflow into the daily routine of our student employees.
- ★ Drive able to share spreadsheets, forms, documents, and more.

	А	В	С	D	Е	
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.



# **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.

	A	В	С	D	E	F	G	Н	1	J	К	L	M
1		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
2			N		12 1				N	12 1		_	
3		Anastasia	Nathaniel	harrison	Kayla			harrison	Nathaniel	Kayla	Josh	Roxanne	
	8:00 - 9:00	Baran	MacArthur	hutchens	Corcoran			hutchens	MacArthur	Corcoran	Donovan	Salas	_
4	0.00 40.00	Anastasia	Nathaniel	harrison	Kayla	Courtney		harrison	Nathaniel	Kayla	Josh	Roxanne	Roxanne
	9:00 - 10:00	Baran	MacArthur	hutchens	Corcoran	Hodge		hutchens	MacArthur	Corcoran	Donovan	Salas	Salas
5	40.00 44.00	Anastasia	Nathaniel	harrison	Kayla	Courtney	harrison	harrison	Nathaniel	Kayla	Josh	Roxanne	Roxanne
	10:00 - 11:00	Baran	MacArthur	hutchens	Corcoran	Hodge	hutchens	hutchens	MacArthur	Corcoran	Donovan	Salas	Salas
6		Anastasia	Nathaniel	harrison	Kayla	Thelma	harrison	harrison	Nathaniel	Kayla	Josh	Roxanne	Roxanne
	11:00 - 12:00		MacArthur	hutchens	Corcoran	Hernandez	hutchens	hutchens	MacArthur	Corcoran	Donovan	Salas	Salas
7	40.00 4.00	Thelma	Roxanne	harrison	Alyssa	Nathaniel	harrison	harrison	Josh	Roxanne	Josh	Josh	Roxanne
	12:00 - 1:00	Hernandez	Salas	hutchens	Lazzeroni	MacArthur	hutchens	hutchens	Donovan	Salas	Donovan	Donovan	Salas
8		Alyssa	Alyssa	harrison	Alyssa	Nathaniel	harrison	harrison	Josh	Roxanne	Josh	Josh	Roxanne
	1:00 - 2:00	Lazzeroni	Lazzeroni	hutchens	Lazzeroni	MacArthur	hutchens	hutchens	Donovan	Salas	Donovan	Donovan	Salas
9		Alyssa	Alyssa	harrison		Nathaniel	harrison	harrison	Josh	Roxanne	Josh		Roxanne
	2:00 - 3:00	Lazzeroni	Lazzeroni	hutchens	Bobby Miller	MacArthur	hutchens	hutchens	Donovan	Salas	Donovan	Bobby Miller	Salas
10		Nathaniel	Nathaniel	harrison		Nathaniel	harrison	harrison	Josh	Roxanne	Josh		Roxanne
	3:00 - 4:00	MacArthur	MacArthur	hutchens	Bobby Miller	MacArthur	hutchens	hutchens	Donovan	Salas	Donovan	Bobby Miller	Salas
11		Nathaniel	Nathaniel			Nathaniel	harrison		Josh	Roxanne	Josh		Roxanne
	4:00 - 5:00	MacArthur	MacArthur	Bobby Miller	Bobby Miller	MacArthur	hutchens	Bobby Miller	Donovan	Salas	Donovan	Bobby Miller	Salas
12		Nathaniel	Nathaniel			Nathaniel	harrison		Josh	Roxanne	Josh		Roxanne
	5:00 - 6:00	MacArthur	MacArthur	Bobby Miller	Bobby Miller	MacArthur	hutchens	Bobby Miller	Donovan	Salas	Donovan	Bobby Miller	Salas
13						Kayla			Alyssa	Roxanne	Alyssa	Josh	Roxanne
	6:00 - 7:00	Bobby Miller	Bobby Miller	Bobby Miller	Bobby Miller	Corcoran	Bobby Miller	Bobby Miller	Lazzeroni	Salas	Lazzeroni	Donovan	Salas
14			5	5		Kayla	5		Alyssa	Roxanne	Alyssa	Josh	
	7:00 - 8:00	Bobby Miller	Bobby Miller	Bobby Miller	Bobby Miller	Corcoran	Bobby Miller	Bobby Miller	Lazzeroni	Salas	Lazzeroni	Donovan	
15	0.00 0.00	D - 1-1 1-4111	Date to A AVI	Nathaniel	Josh	Kayla	Kayla	Kayla	Kayla	Nathaniel	Anastasia	Nathaniel	
	8:00 - 9:00	Bobby Miller	Bobby Miller	MacArthur	Donovan	Corcoran	Corcoran	Corcoran	Corcoran	MacArthur	Baran	MacArthur	
16				Nathaniel	Josh	Kayla	Kayla	Kayla	Kayla	Nathaniel	Anastasia	Nathaniel	
	9:00 - 10:00	Bobby Miller	Bobby Miller	MacArthur	Donovan	Corcoran	Corcoran	Corcoran	Corcoran	MacArthur	Baran	MacArthur	
17	40.00 44.55			Nathaniel			Kayla	Kayla	Kayla	Nathaniel	Anastasia		
	10:00 - 11:00	Bobby Miller	Bobby Miller	MacArthur			Corcoran	Corcoran	Corcoran	MacArthur	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.

		December 4		any times can patrons from the following groups renew town undergraduate students	
Correct		Percent Answered	_	t Answers	Percent Answered
$\checkmark$	Lower Level	12.5%	Conca	zero	4.167%
	1st floor	29.167%		1	45.833%
	2nd floor	4.167%	$\checkmark$	3	50%
				Unanswered	0%
	3rd floor	50%	_	own graduate students Answers	Percent Answered
	4th floor	4.167%		zero	8.333%
	Cit a	0%	<b>✓</b>	1	29.167%
	5th floor			3	62.5%
			GT facu	Unanswered Ity members	0%
			Correct	Answers	Percent Answered
			$\checkmark$	zero	16.667%
				1	4.167%
				3	75%
				Unanswered	4.167%

Where are the CJK Reference materials?

#### 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