Delaware County Community College

THE CHRONICLE

2010 GREAT COLLEGES TO WORK FOR®

TRAINING STUDENT WORKERS IN A TWO YEAR COLLEGE

Presenters

HELEN MAGUIRE
GERRY REGAN
BOB MUTO

College and Library

Background

The College

Delaware County Community College

- AKA “DCCC”
- Founded in 1967
- Located in the suburbs of Philadelphia, PA
- 10,733 total students
- One main campus with a Library
- 5 branch campuses with NO Library

The Library

Delaware County Community College

- Library collection holds:
  - 50,000 volumes
  - 170 In-Print Periodicals
  - Approx. 20 Online Databases
- Service approx. 900 students a day
- Staff
  - 6 Full-Time Librarians
  - 3 Part-Time Librarians
  - 7 Support Staff
- Employ 35-40 student workers per semester

General Student Worker

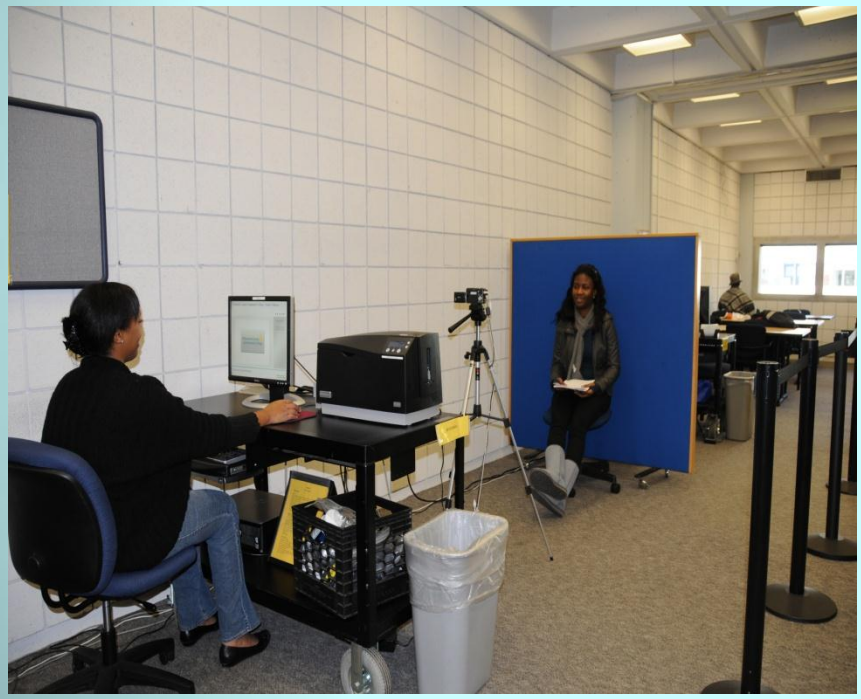
Stacks

Exit Door

Circulation Desk
Textbooks, Faculty Reserves
and DCCC Photo ID
Textbooks,
Faculty Reserves
and DCCC photo ID

Technology

Computer Lab



Technology desk

Issues

Managing Student Workers

Not a “REAL” job

“In a community and technical college environment at most, students will stay two or three years. As a result, the students do not view the job as a ‘real job’…This often results in performance issues and frequent absences…If lucky, the library job is third or fourth on their list of priorities.”

Farrell and Driver. “Tag, You’re It: Hiring, Training, and Managing Student Assistants.” **Community & Junior College Libraries**. 16: 185-191.2010

Issues

- Professionalism
  - Not their Career
  - Patrons vs Classmates
- High Turnover
  - Dropping out
  - Not a Real Job

Issues

- Training International Students
  - 60% of the student workers we hire were born in a different country
  - ESL
  - Ecuador, Columbia, India, Algeria, Viet Nam, Japan
- Language & Cultural Differences

Resolving the Issues

- Training
- Social Activities

Training

Changing our Methods to Change their Minds

Old

- Handshake Hiring
- On the Job Training

New

- "Real" Application Process
- Detailed Training

Step 1

The Hiring Process

3 Specialized Positions

Old

- One position
- No required skills
- No college background

New

- General
- Circulation
- Technology

Hiring

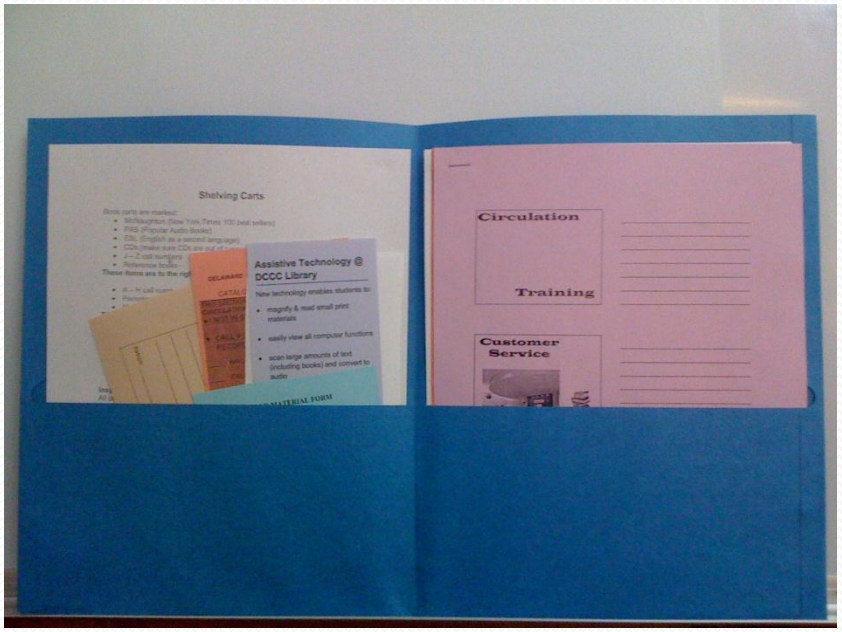
- Complete job application
- Cover Letter/Resume
- Interview includes the Director
  - Set of questions
  - Grade scale

Step 2

Orientation

Orientation

- Week before semester starts
- Paperwork
- Introduce to staff
- Tour of the library
- Rules and guidelines



Orientation Follow Up

- First break in semester
  - Talk about how it’s going
  - Review some guidelines
    - Evaluation
    - Promotions
  - An interactive game
  - Food

Step 3

Circulation Training

Circulation Training

- Classroom instruction
  - 2 day training
    - 1st Day Customer Service
    - 2nd ILS Circulation Module
  - 4 hours each day
- Handouts
- Power Point Slide Presentation
- Quizzes

Greeting patrons

- Be pleasant: smile
- Attitude is everything
- Greet the patrons

Examples:

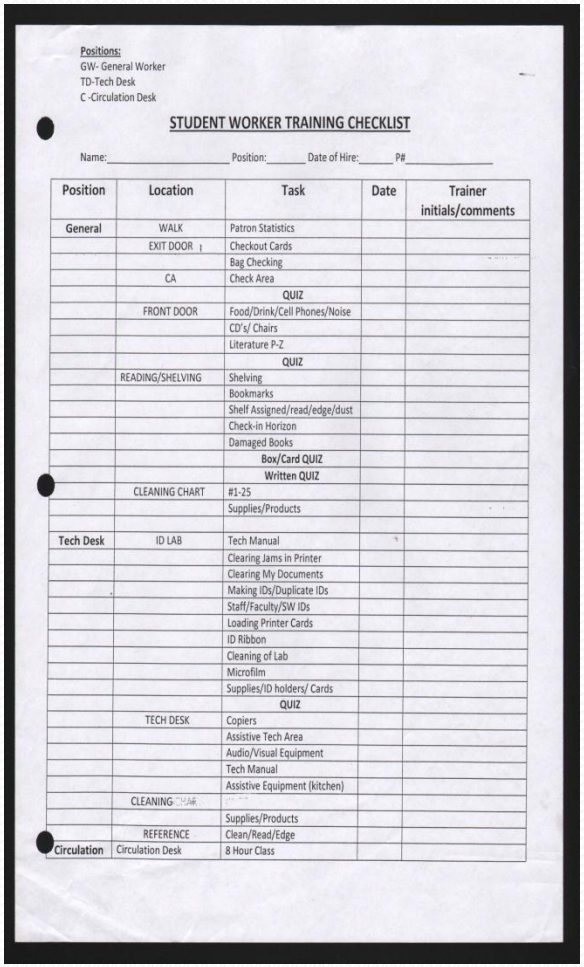
- Hello, how can I help you ?
- Hi, what can I do for you today ?
- Hello, can I help you with Something ?

Circulation desk

Quiz 1

1. Write an example on how to greet patrons when they come to the circulation desk?
2. What does a student need to get a DCCC ID for the first time?
3. What tools can be used to help locate a textbook behind the circulation desk?

Managing Student Workers Training



Positions:
GW- General Worker
TD-Tech Desk
C -Circulation Desk

STUDENT WORKER TRAINING CHECKLIST

Name:_____ Position:_____ Date of Hire:_____ P#_____

Position	Location	Task	Date	Trainer initials/comments
General	WALK	Patron Statistics		
	EXIT DOOR	Checkout Cards		
		Bag Checking		
	CA	Check Area		
		QUIZ		
	FRONT DOOR	Food/Drink/Cell Phones/Noise		
		CD's/ Chairs		
		Literature P-Z		
		QUIZ		
	READING/SHELVING	Shelving		
		Bookmarks		
		Shelf Assigned/read/edge/dust		
		Check-in Horizon		
		Damaged Books		
		Box/Card QUIZ		
		Written QUIZ		
	CLEANING CHART	#1-25		
		Supplies/Products		
Tech Desk	ID LAB	Tech Manual		
		Clearing Jams in Printer		
		Clearing My Documents		
		Making IDs/Duplicate IDs		
		Staff/Faculty/SW IDs		
		Loading Printer Cards		
		ID Ribbon		
		Cleaning of Lab		
		Microfilm		
		Supplies/ID holders/ Cards		
		QUIZ		
	TECH DESK	Copiers		
		Assistive Tech Area		
		Audio/Visual Equipment		
		Tech Manual		
		Assistive Equipment (kitchen)		
	CLEANING CHART			
		Supplies/Products		
	REFERENCE	Clean/Read/Edge		
Circulation	Circulation Desk	8 Hour Class		

- Orientation Checklist
- Position Checklist
- Training
- Quiz List

Step 4

Evaluations

Accountability

- Each student is evaluated by staff
  - Written Form
  - Standard Questions
  - Promotion
- Closing interview with supervisor
  - Written Recommendations

Updating Training Methods

General Shelving Reading

How to read a shelf?

There are 16 shelves (stacks) of circulation books that need to be read weekly. Each student worker is responsible for one or two of these stacks for a semester.

The stacks are put in call number order, edged, and dusted; when that is complete any damaged book(s) from the stacks are removed from the shelf. A "cataloger mending form" is completed and attached to the book. The repairs go on a cart in the cataloger's office.

When reading a shelf start from the beginning (furthest left, top row). Make sure to check the label on the end of the stack which indicates the starting call number and the ending call number.

Understanding Library of Congress Call Number

QE
534.2
.B64

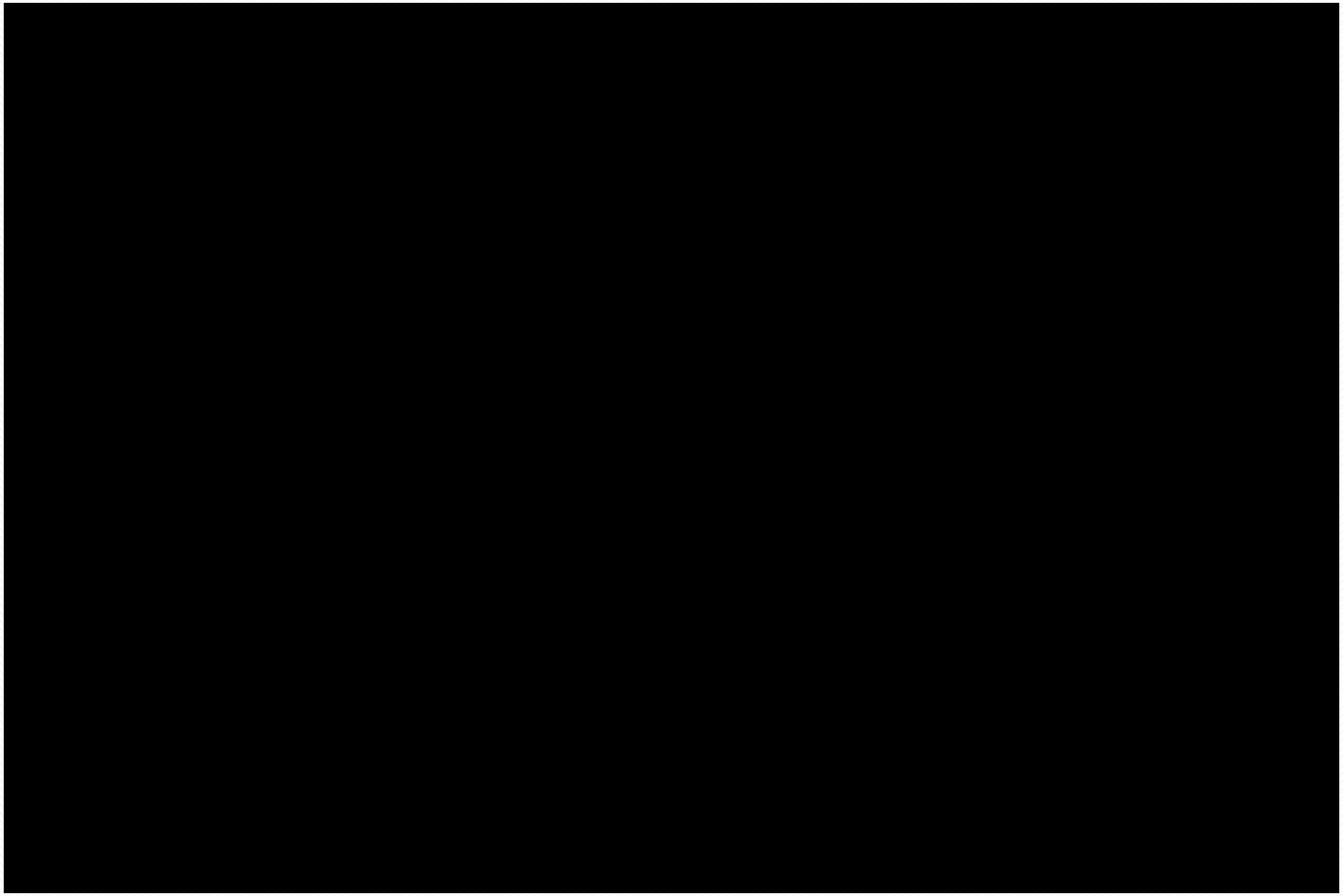
- The first letters of the call # QE
  1. Represents one of the 21 major divisions of the library of congress system
  2. Q is science and E is geology
- The first set of numbers 534.2
  1. These numbers are whole numbers.
  2. These numbers help to define a books subject
  3. 534.2 tells us the books are about structural geology
- The third set, both letter and numbers .B64
  1. The letter indicates the first initial of the authors last name
  2. The number is where it is located

Reading

Items are shelved alphabetical by the first letter(s), then numerically by the first set of numbers. The third set can be a letter and number, a date, a volume number and a copy number, which are most often sequential.

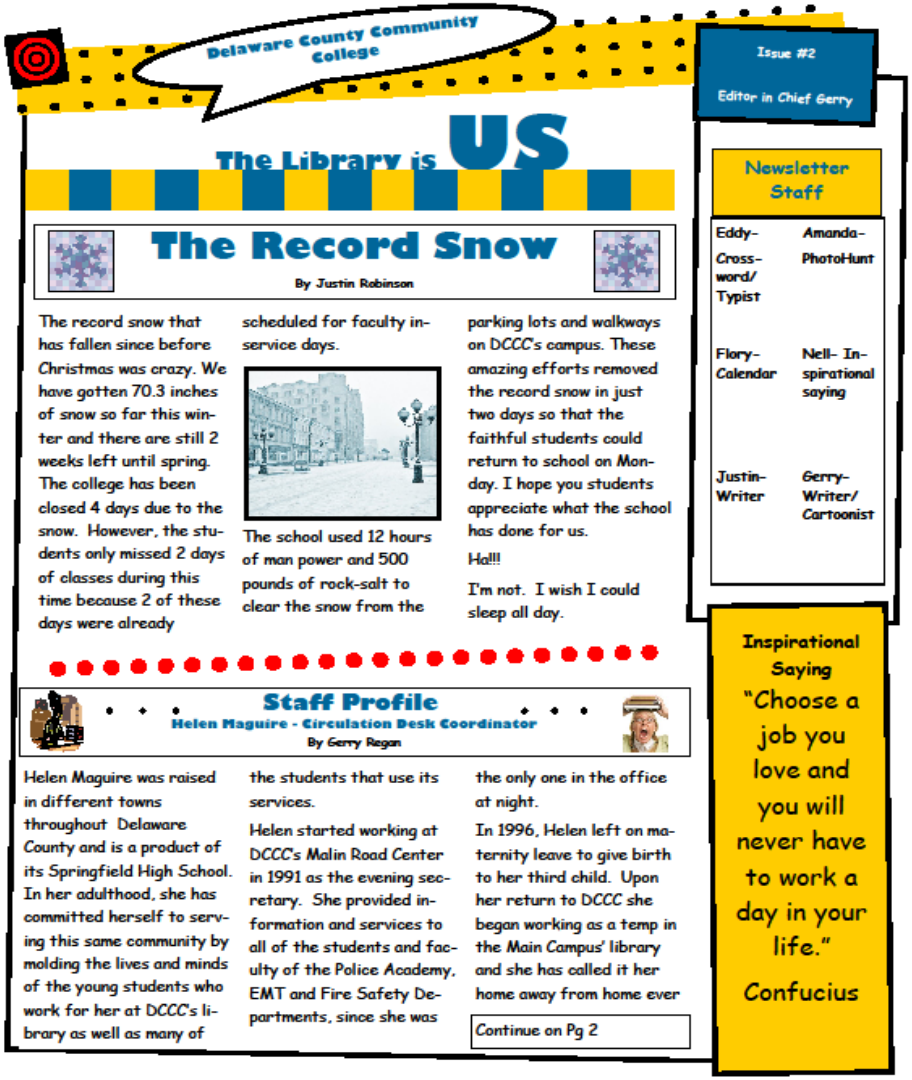
How Video was created

- Student Worker
- International
- Fun and Interactive
  - Costuming
  - Acting
  - Content



Social Activities

The Fun Stuff



Delaware County Community College

Issue #2

Editor in Chief Gerry

The Library is US

The Record Snow

By Justin Robinson

The record snow that has fallen since before Christmas was crazy. We have gotten 70.3 inches of snow so far this winter and there are still 2 weeks left until spring. The college has been closed 4 days due to the snow. However, the students only missed 2 days of classes during this time because 2 of these days were already scheduled for faculty in-service days.

The school used 12 hours of man power and 500 pounds of rock-salt to clear the snow from the parking lots and walkways on DCCC's campus. These amazing efforts removed the record snow in just two days so that the faithful students could return to school on Monday. I hope you students appreciate what the school has done for us.

Ha!!!

I'm not. I wish I could sleep all day.

Staff Profile

Helen Maguire - Circulation Desk Coordinator

By Gerry Regan

Helen Maguire was raised in different towns throughout Delaware County and is a product of its Springfield High School. In her adulthood, she has committed herself to serving this same community by molding the lives and minds of the young students who work for her at DCCC's library as well as many of the students that use its services.

Helen started working at DCCC's Malin Road Center in 1991 as the evening secretary. She provided information and services to all of the students and faculty of the Police Academy, EMT and Fire Safety Departments, since she was the only one in the office at night.

In 1996, Helen left on maternity leave to give birth to her third child. Upon her return to DCCC she began working as a temp in the Main Campus' library and she has called it her home away from home ever

Continue on Pg 2

Newsletter Staff

Eddy- Cross-word/ Typist

Amanda- PhotoHunt

Flory- Calendar

Nell- Inspirational saying

Justin- Writer

Gerry- Writer/ Cartoonist

Inspirational Saying

"Choose a job you love and you will never have to work a day in your life."

Confucius

Newsletter

Student Worker

- Named
- Written
- Edited
- Designed

Turkey Coloring 2009

1

2

3

Pumpkin Costume 2010

SW Appreciation Day

The library staff shows its appreciation by working the student worker stations.

And more...

- Signs
- Balloons
- Free Lunch
- Social Time

Staff Parties

- Holiday
- End of Semester
- Spring Cleaning

Keeping it fun

Part of the Team

- Creating a feeling of community
  - Acceptance
  - Staff Parties
  - Newsletter
- Motivation
  - Student Created Manuals
  - Video
  - Contests

Are the Issues Resolved

?

Professionalism

- Still a daily challenge
- Made Progress
  - Less Absenteeism
  - More Dedication
  - More Productivity
  - Consistency

International Student Workers

- Training
  - Address the Issues
    - Assertiveness
    - Body Language
  - Visual
- Group Activities

Turnover

- Successes
  - Stay Until Graduation
  - Team Member
  - Training

Conclusions

- Train them well
- Have fun
- Give them skills to take into the real world

Questions