PROMOTING EXCELLENT SERVICE: ESTABLISHING CORE COMPETENCIES IN TRAINING STUDENT EMPLOYEES

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UNT Libraries, Access Services
Library Patrons (2015-16)*

<table>
<thead>
<tr>
<th>Students</th>
<th>Faculty &amp; assistants</th>
<th>Staff</th>
<th>Not affiliated</th>
</tr>
</thead>
<tbody>
<tr>
<td>29,882 (FTE)</td>
<td>2,503</td>
<td>2,432</td>
<td>3,781**</td>
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</tbody>
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Willis Library Visitors (2014-15)***

<table>
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<tr>
<th>Fall 2014</th>
<th>Spring 2015</th>
<th>Total</th>
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<tr>
<td>708,731</td>
<td>650,506</td>
<td>1,359,236</td>
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* Resource: UNT Factbook 2015-16
** Statistic from ILS
*** Resource: UNT Libraries Internal Report
ACCESS SERVICES DEPARTMENT

- Circulation
- Reserves
- Fines
- Online Holds
- ILL and Document Delivery
- Reference and Research Assistance
- Stacks Management

Mary Ellen Lumpkin. UNT Digital Library. 
http://digital.library.unt.edu/ark:/67531/metadc232559/
CIRCULATION SUPPORT UNIT SA

- Shelving
- Shelf reading and inventory
- Shifting
- Working on search lists
- Maintaining of the stacks and signage
- Assisting with book repairs
- Assisting patrons with locating books
- Assisting with other projects

Betty Jane Tumblin in Library. UNT Digital Library. http://digital.library.unt.edu/ark:/67531/metadc282480/
SERVICE DESK UNIT SA

- Circulating books
- Circulating reserve items (books, headphones, phone chargers, and calculators)
- Circulating Interlibrary Loan items
- Answering directional questions
- Assisting patrons with searching the library catalog
- Answering patrons’ inquiries about the library circulation policy
- Collecting fines and explaining the fines policy
- Assisting with office tasks and other projects
ACADEMIC OUTREACH & ENGAGEMENT UNIT GLA

- Providing reference and research assistance services face-to-face, via phone, and email
- Assisting patrons with searching the library catalog
- Instructing patrons on searching databases and online resources
- Referring patrons to subject librarians if needed
- Circulating books, reserve items, and ILL
- Answering directional and policy related questions
- Collecting fines and explaining the fines policy
- Processing online holds requests
- Assisting with office tasks and other projects
CORE SKILLS

- Customer service
- Attention to detail
- Effective communication
- Time management
- Knowledge about the Libraries

*Student studying in the Willis Library.* UNT Digital Library. [http://digital.library.unt.edu/ark:/67531/metadc850680/]
TRAINING STRATEGIES
ONLINE LEARNING MODULES

- Imparted through university’s course management system (Blackboard Learn)
- 18 modules with quizzes
- Introduced at the beginning of training
- Supports visual and independent learners

ONE-ON-ONE TRAINING WITH SUPERVISOR

- Online learning modules serve as a basis for one-on-one training
- Varied training procedures depending on position
- Duties of each position require core competencies:
  - Customer service
  - Attention to detail
  - Effective communication
  - Time management
  - Knowledge about the Libraries
- Establishes foundation for supervisor-supervisee relationship
- Supports auditory and kinesthetic learners
HANDS-ON TRAINING WITH LEAD STUDENT ASSISTANT

- Peer-to-peer connection eases new-job anxiety
- “Typical day” training acclimates new student employees to work atmosphere
- Supports kinesthetic and social learners

Mary Ellen Lumpkin Bookbinding. UNT Digital Library. http://digital.library.unt.edu/ark:/67531/metadc233040/
BENEFITS OF VARIED AND PROGRESSIVE TRAINING PLAN

- A training session for every learning style
- Separate sessions allow time to digest what has been learned
- Sets pace for ongoing training

Students in Voertman's. UNT Digital Library.
http://digital.library.unt.edu/ark:/67531/metadc275965/
SKILL DEVELOPMENT
FOLLOW UP

- Check in with new employees
- Be available for questions
- Email updates
- Get input on development areas from other staff

*Library Director Dr. Hoole with student in 1942. UNT Digital Library. [http://digital.library.unt.edu/ark:/67531/metadc232612/]
PERIODIC MEETINGS

- Schedule based on the needs of the group

- Possible topics include:
  - Updates and changes
  - Reminders
  - Information about different library departments or services
  - Asking for feedback from students about issues, concerns, ways to improve services, things they’d like to learn more about

- One-on-one meetings
ADVANCED TRAINING

- Once a student feels comfortable in their current role, use their strengths to determine what other tasks they may be good at
- Can be used to assist full-time staff with time consuming projects and tasks
  - Fines
  - Holds
  - Document Delivery
  - Inventories
- Lead Student Assistants
CROSS TRAINING

- Creates a pool of students who are able to help another area of the department if there is a coverage shortage
- Allows students the opportunity to diversify their job duties
- Gives students more in-depth knowledge of the other areas of the department

EXTERNAL TRAINING

- Library workshops and training sessions
- Organizational training sessions

NTSU Willis Library interior picture of books and student studying. UNT Digital Library. http://digital.library.unt.edu/ark:/67531/metadc850110/
PERSONAL-PROFESSIONAL SKILLS

- CVs, cover letters, interview skills, job postings
- Mentoring programs

IMPACT ON STUDENTS

- Feeling of ownership and camaraderie
- Motivation
- Improved skill sets and leadership opportunities
- Stronger candidates for future positions
- Knowledge of library services can enhance academic performance
- Fostering future librarians
IMPACT ON THE DEPARTMENT

- Providing excellent service
- Having well-trained support for services
- Maintaining reliable and consistent staffing of the service point
- Fostering creativity and innovation
- Accomplishing projects with high quality and in a timely manner
- Increasing the spirit of camaraderie among all the department employees
- Creating a collaborative and welcoming working environment
QUESTIONS?

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