



DEARBORN

MARDIGIAN LIBRARY

Top-Tier Training: Finessing Our Front Line Student Assistants

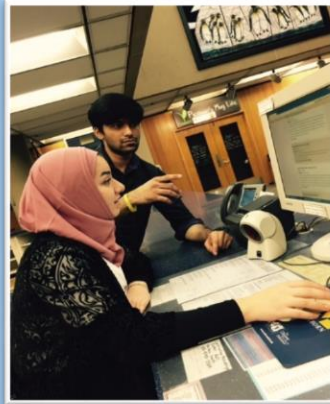
Holly Sorscher - Joan Martin - Anna Granch



Identifying Problems. Creating Solutions.

Due to outdated training materials, unclear job duties, and low morale, librarians and staff at the University of Michigan-Dearborn Mardigian Library saw the need to create a standardized training program for student assistants (SAs) working in the User Services Department.

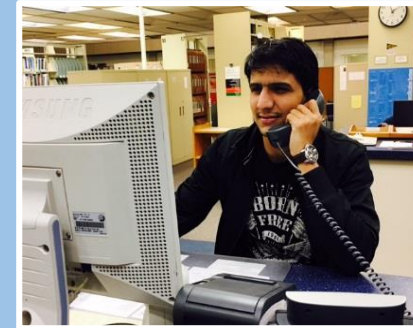
With the need to effectively train a cluster of newly-hired student assistants, University of Michigan-Dearborn librarians and staff launched a twelve-week training program in fall 2016.



SA TRAINING: Tracking & Recognition: Successful Module Completion

For every third module completed, student assistant gets a star next to their photo on the photo wall!

Student Assistant	Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8	Module 9
Alannahlye Sore	★	★	★	★	★	★	★	★	★
Max Barbary	★	★	★	★	★	★	★	★	★
Lakshmiya Shrivastava	★	★	★	★	★	★	★	★	★
Wesley Pappas	★	★	★	★	★	★	★	★	★
Yash Khandel	★	★	★	★	★	★	★	★	★
Madison Williams	★	★	★	★	★	★	★	★	★
Ben Thomas	★	★	★	★	★	★	★	★	★



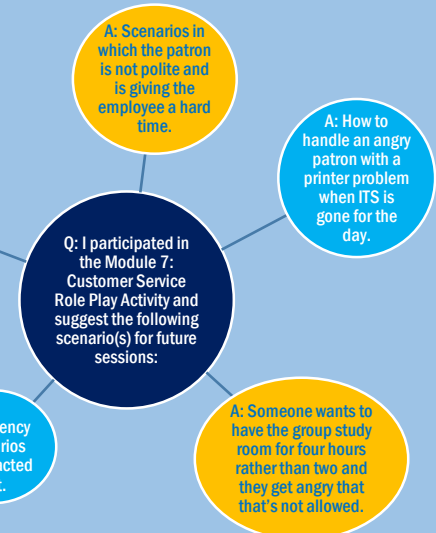
Moving Forward.

Future training will include subjects that weren't covered in the original program (i.e. Sierra, monetary transactions, etc.). Orientation modules will be added to help introduce new SAs to general information about the Mardigian Library and User Services. Review modules will also be added to provide SAs with 'refresher' training.

Training study guides and assessments will transition from a print to online interface that will bundle required readings, assessments, and trainee feedback. Google Drive and Google Forms are the current interfaces being used for online training.

To further engage students and to enhance the element of fun while learning, librarians and staff are considering the use of student-made videos, gaming, and further incentives to accompany each module.

Module 7 Feedback



Modules

1. Hours; Group Study Rooms

2. My Library Account; PIN; Checking Out

3. Where to Find Things; Internal & External Referrals

4. Emergency and Safety Procedures

5. Computers and Other Technology

6. Who Can Borrow Materials?

7. Customer Service

8. MeLCat; Interlibrary Loan; Databases

9. Summon; Reference Interview

The Method Behind the Madness.

The twelve-week training program was piloted using a group of five newly-hired SAs and two veteran SAs. The program was divided into nine modules, each module covering a specific area of User Services.

For each module, SAs were given a short study guide followed by a written assessment that tested their knowledge of the material. Several modules included a fun, hands-on assessment (i.e. role playing, simulated reference interview, scavenger hunts) that added humor and variety to training.

Cumulative assessments were given at the end of every third module to help SAs retain previously learned information. The highest scorer on the cumulative assessment won a \$25 gift card.

Librarians and staff held weekly meetings to discuss the training program timeline, content, assessment design, division of tasks, etc.

Learning More Each Time.

Modules 3-9 of the program were evaluated through a series of post-assessment Qualtrics surveys. SAs reported the number of new items they learned from each module and listed those items. The number of learned items increased as SAs moved through the program. Additionally, they provided suggestions on how to improve future assessments.

Supervisors reported that SAs expressed a higher degree of job confidence and accuracy in carrying out job duties, post-training.

Module 3 Feedback



- Did not learn anything new (0 SAs)
- Learned one new thing (2 SAs)
- Learned 2-3 new things (1 SA)
- Learned 4+ new things (2 SAs)

Module 4 Feedback



- Did not learn anything new (0 SAs)
- Learned one new thing (1 SA)
- Learned 2-3 new things (2 SAs)
- Learned 4+ new things (3 SAs)