



Top-Tier Training: Finessing Our Front Line Student Assistants

Holly Sorscher - Joan Martin - Anna Granch
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What Went Well

- Required students to meet completion deadlines for each module to keep learning momentum going
- Added humor through role playing activities (i.e. asking students to act out the *wrong* way to handle a customer request, as well as the correct way)
- Distributed prizes to top scorers on cumulative assessments to keep students focused and motivated
- Used “Star Chart” as a visual aid for supervisors to see if students had fallen behind schedule
- Prepared modules that can be used for future training so all new hires learn the same material
- Created modules that resulted in ad-hoc User Services manual that included both circulation and first-tier research tasks
- Held weekly meetings to keep program organized and on track

Moving Forward

- Broaden subject scope to include day-to-day operations (i.e. cash handling and ILS training)
- Migrate from print to online modules to support ‘self-serve’ training
- Create orientation modules to move ‘must-know’ skills (i.e. Emergency & Safety Procedures and Customer Service) earlier in training
- Offer module options (i.e. videos and online discussion boards) to accommodate various learning styles
- Require student feedback after each module to assure regular evaluation of materials
- Incorporate scheduled time to assess past training
- Add pre-testing to better measure training results
- Prepare review modules for students who have completed the program

Words of Wisdom

- Keep it fun - add an entertaining activity to each module
- Learn as you go - this is a work in progress
- Use the resources you have - collaborate with other departments and co-workers to expand the knowledge base