Library Sidekicks: Training Student Employees as Peer Instructors

Gina Maida - University of Mount Union
Jennifer Hicks & Jessie Long - Miami University Regionals
Initial Training - The Book

- Training manual created by students for students
- Overseen by Student Supervisor
- Includes information for quick reference (break policies, login info.)

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<th>Level 1</th>
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<td><strong>General</strong></td>
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<td>Breaks</td>
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<td>Shelving</td>
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<td>Shelf reading</td>
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<td>New books</td>
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<td>Answering phone</td>
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Training - The Website

- Created to appeal to students that are comfortable with technology
- Easy to update
- Students can work at own pace
- Can hold more information
- Can be viewed anywhere

This site can be used to find information and protocol for student workers at Gardner Harvey Library
Reference training includes:

- Books and More
- Articles and More
- Citing Sources
- Determining Information Needs
- Textbooks on Reserve
- Getting Full Text
- Statistics

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Peer training

- Students proficient in level 2 categories are able to train new workers.
- Rollover of student workers allows for continued peer training.
- Training also allows for sharing student strengths in technology, organization, and creativity.
Students cover majority of InfoDesk hours = Face of the library

Student workers are empowered to answer a variety of patron questions - phone, chat, face-to-face

Patrons are more comfortable asking employees who are their age for assistance with everything from printing to locating a resource to citations
Our International Students

- Middletown ELL program
  - Intensive English Program for approximately 200 international students, mostly from China
  - Levels 1 - 5 for language development
  - Library hires levels 4 and 5

- Hiring international students bridges the cultural gap
- Staff and students learn about other cultures and build friendships
Motivation

- Project management
- Accountability
- Free food
- Recognition

Image courtesy of:
Library iMentor Program
Our International Students
Collaboration

Goals and Objectives

The overarching goals of the i-Guide Mentor Program are as follows:

- Assist study abroad returnees in their readjustment to American culture
- Help new international students adjust to life at the University of Mount Union
- Provide a cultural informant to help new international students navigate American culture
- Connect new international students with appropriate on-campus resources
- Assist new international students in engaging in extracurricular activities
- Facilitate the foundation for life-long global friendship
What We Do

- We will work one-on-one or in small groups
- 3 meetings will be offered within the first month of the semester
- We’ll help students become acquainted with the specifics of the services we offer
LIBRARY PATRON’S USER MANUAL
Exclusively written for the University of Mount Union by Emily Rich

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2016
Your Library iGuide mentor: [Redacted]
Major: Japanese
Minor: Multiage Education
Email: [Redacted]
If you have any questions about the program or about the library, you can contact your mentor!

Your Library iGuide mentor: [Redacted]
Major: Biology
Minor: Math
Email: [Redacted]
If you have any questions about the program or about the library, you can contact your mentor!
“Hello!

I’m ____________, and I’ve been assigned to be your library iGuide. I’d like to set up a time to meet with you at the library. My best available times are:

_____

_____

And ______

Do any of those times work well for you? If there’s a time that works well with several of you, we can meet as group, too. Please email me to let me know! I can’t wait to meet you and show you around the library!”

You do not need to follow this template exactly. Just make sure to give them this information and keep the email friendly and excited. Show some enthusiasm for the program and the library! In your replies, make sure to remain friendly. The Circulation Desk is typically the best place to ask them to meet you.

Good luck and have fun!
Advantages of Using Students as Peer Instructors

- Cheap labor
- Frees up staff time
- Building good skills
- New ideas
- Skill sets they bring

Studies have shown that some of the benefits of using students as peer teachers include being relatable, approachable, and easy to understand as librarians can sometimes overcomplicate explanations (Bodemmer, 2014; Farrell and Driver, 2010).
Disadvantages of Student Employment on Employers

- Short work time
- High rollover
- Class schedules
- Immaturity/ personality conflict

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Questions?

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