Library Sidekicks:

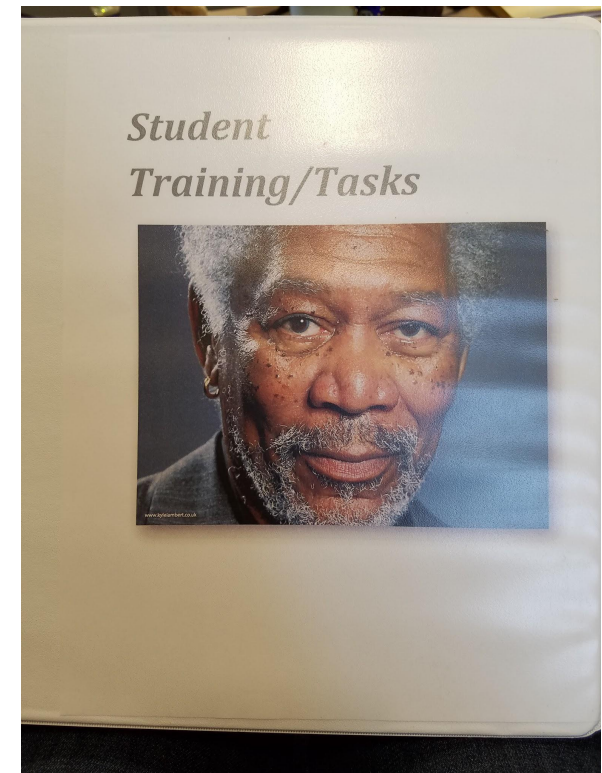# Training Student Employees as Peer Instructors

❧ ❧

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.)

Student Training Name:

Level 1

General

Clocking in/out	Hold calls
Breaks	Website
Shelving	Printer functions (staff room)
Shelf reading	Printer functions (public)
New books	locking/unlocking
Answering phone	equipment available
Transferring calls	

Sierra | **OhioLink/ MU**

Checking in	What to do with paging slips
Checking out	Sending OL
Placing/activating holds	Receiving OL
Renewing	Sending MU
Searching in Sierra	Receiving MU
using n for names	Pick up anywhere
using b for barcodes	sending pickup notices
	Hold shelf
	Manifest/ stats

Level 2

General

Library H3lp log in	
Checking voicemail	
Reference questions	
Shifting collection	
Adding money to Mulaa/IDs	
Gimlet log in	

Sierra

Logging in Sierra
Item records (adding notes/messages)
Canceling holds
Return unwanted
Printing paging slips

TEC Lab

3D printing
Makerbot
Dual Extruder
Makergear
Laser cutter

Student special training

_____
_____
_____
_____

Student Training/Tasks

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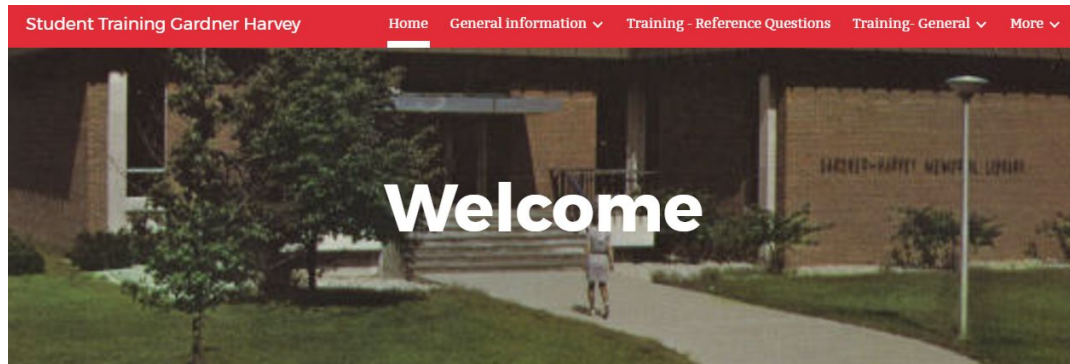
This site can be used to find information and protocol for student workers at Gardner Harvey Library

Training- Reference

Reference training includes:

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

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.

Peer Reference

- 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:
https://www.onwardhardware.com/documents/docsPr/36/22/YZ/BC/3622YZBC/1144606_700.jpg

Library iMentor Program
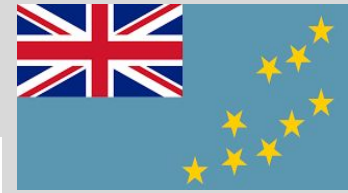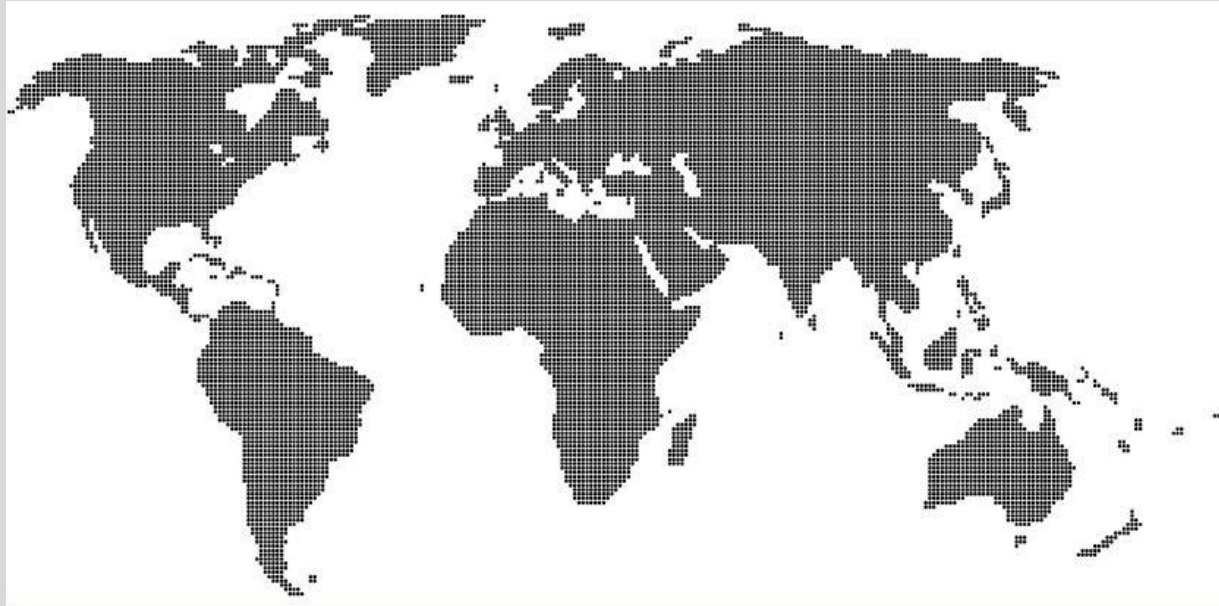
Our International Students
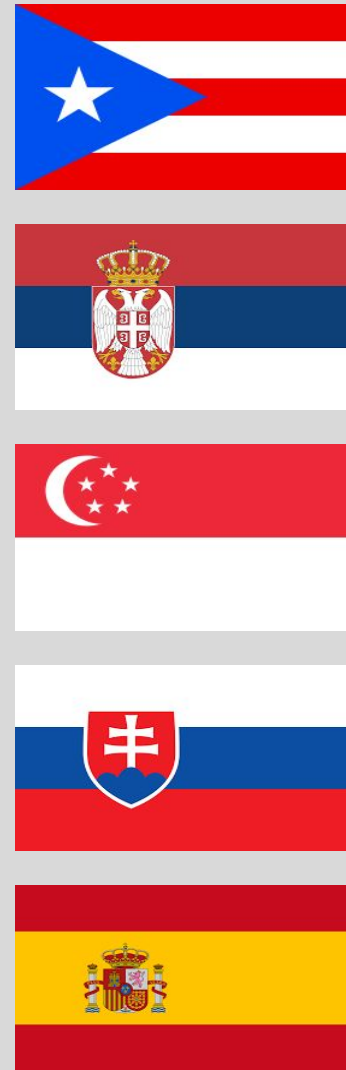
Collaboration

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**

Pocket Manual

LIBRARY PATRON'S USER MANUAL

Exclusively written for the University of Mount Union by Emily Rich

2ND EDITION
2016

Table of Contents

iMentor Info Inserts

Your Library iGuide mentor: ██████████

Major: Japanese

Minor: Multiage Education

Email: ██████████████████

If you have any questions about the program or about the library, you can contact your mentor!

Your Library iGuide mentor: ██████████

Major: Biology

Minor: Math

Email: ████████████████████

If you have any questions about the program or about the library, you can contact your mentor!

iMentor Email Template

"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 (Bodemer, 2014; Farrell and Driver, 2010).

Disadvantages of Student Employment on Employers

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

Shared under CC license: https://www.flickr.com/photos/nouqraz/200049988

Questions?

Image courtesy of:
https://s-media-cache-ak0.pinimg.com/originals/d7/b3
/31/d7b33138dc612adf07aee3e2ea522719.jpg

References

❧ Arnold-Garza, S. & Tomlinson, C. (2017). *Students Lead the Library:The Importance of Student Contributions to the Academic Library*. Chicago: Association of College and Research Libraries.

❧ Bodemer, B. B. (2014). They CAN and They SHOULD: Undergraduates Providing Peer Reference and Instruction. *College & Research Libraries, 75*(2), 162-178.

❧ Farrell, S. L., & Driver, C. (2010). Tag, You're It: Hiring, Training, and Managing Student Assistants. *Community & Junior College Libraries, 16*(3), 185-191.