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Student Involvement for Student Success: Student Staff in the Learning Commons

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Student Involvement for Student Success: Student Staff in the Learning Commons

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Outline

- Research findings from the Learning/Information Commons Student Staff Survey (2011)
- Strategies for fostering an engaged student team

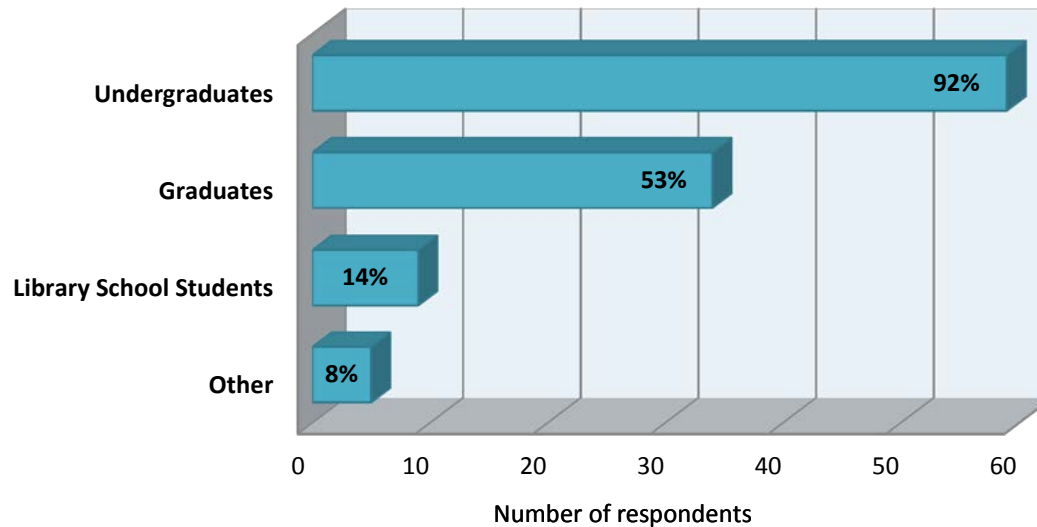


Method

- Online survey format
- Friday, September 30 to Thursday, October 17, 2011
- Total respondents: 64
- Survey promoted to:
 - CAN-LC listserv
 - InfoCommons-L listserv

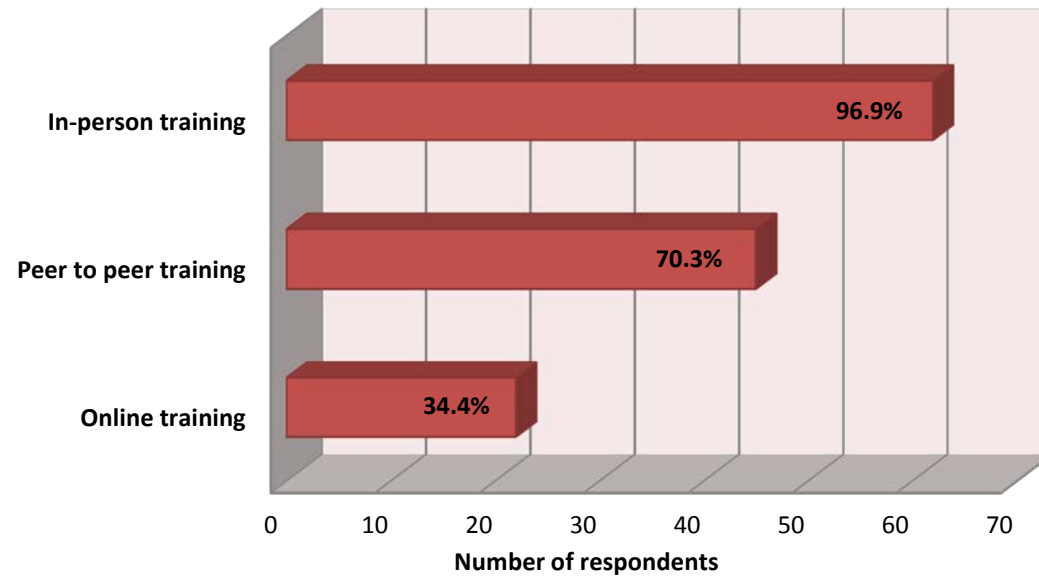
Question 1

Who do you hire as your student staff?



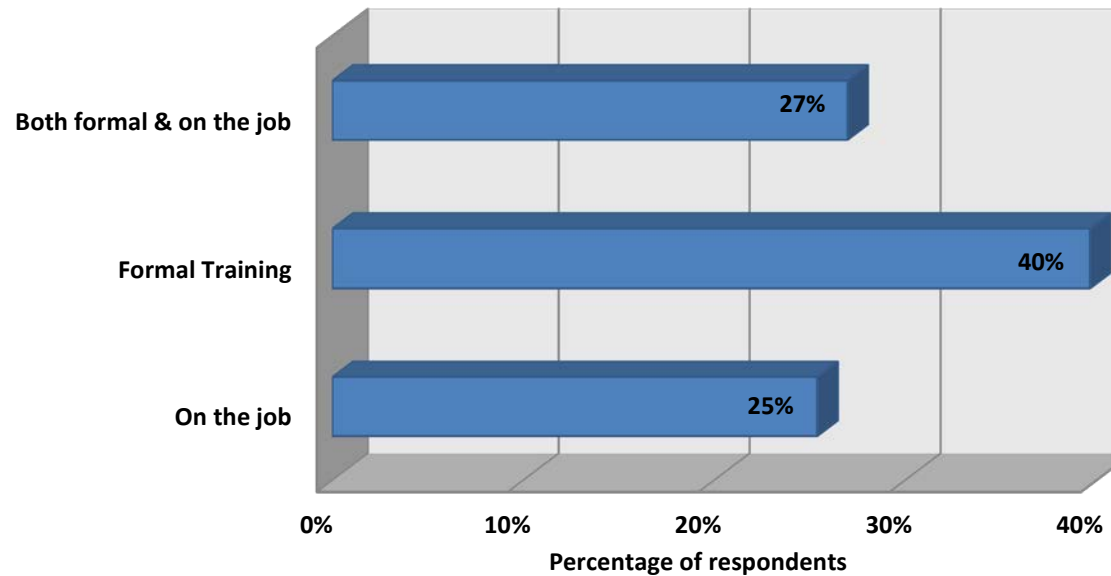
Question 2

How do you train your student staff?



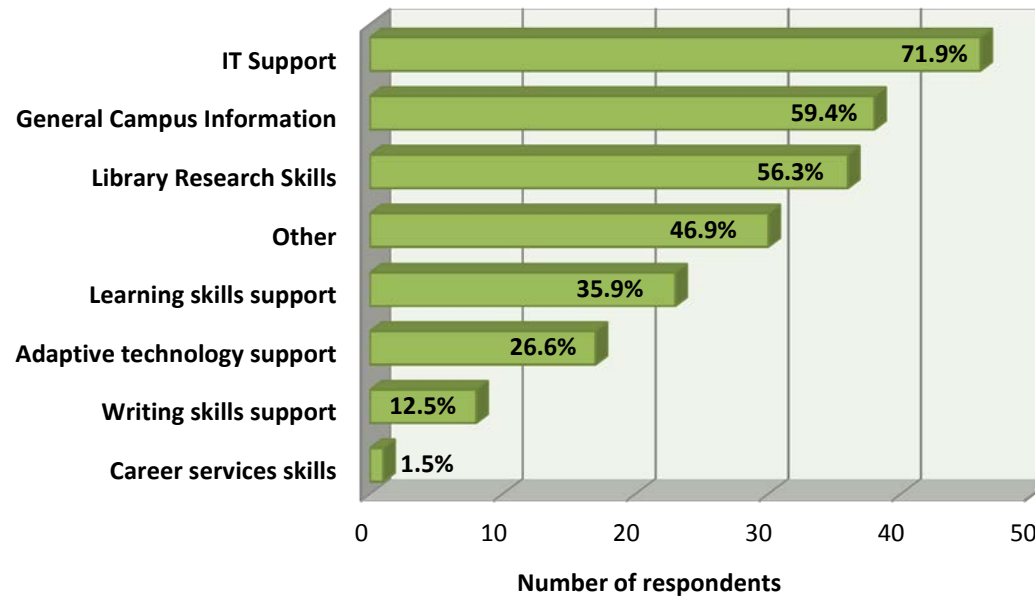
Question 3

What is the extent of the training?



Question 4

What is the content of the training?

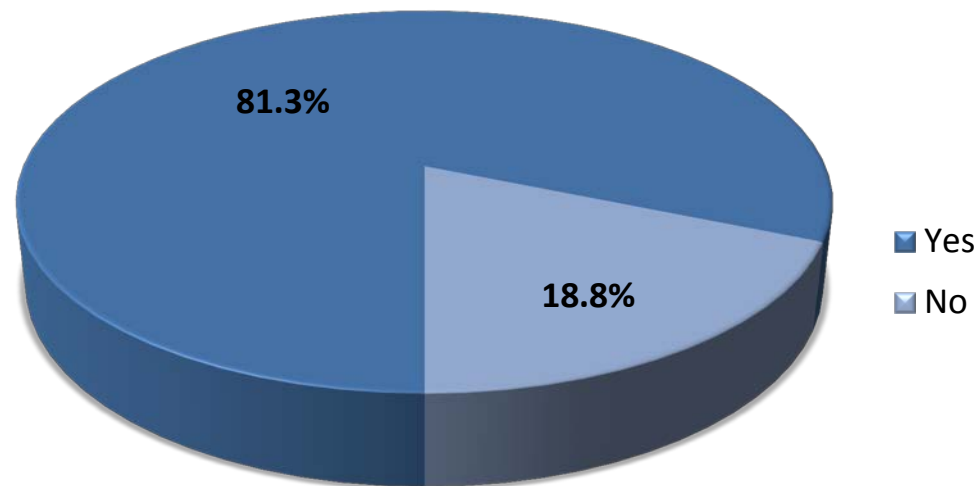


Question 4

Technical Learning Skills
Catalogue Room Scheduling
Circulation Communication Skills
Writing Training
Customer Service

Question 5

Do you provide refresher training?



Question 6

If yes, what training do you offer and how often?

- 20% of respondents mentioned refresher training taking place in weekly or biweekly staff meetings
- 18% mentioned training once or twice per semester
- 14% mentioned continuous training on the job, as required
- 6% mentioned formal workshops offered throughout the term
- Training focused on topics covered in question 4

Question 7

How do you ensure that questions are answered accurately by your staff?

- 27% of respondents mentioned pairing students with senior students or professional staff
- 24% mentioned informal observation
- 14% mentioned training
- 14% mentioned satisfaction surveys or customer feedback

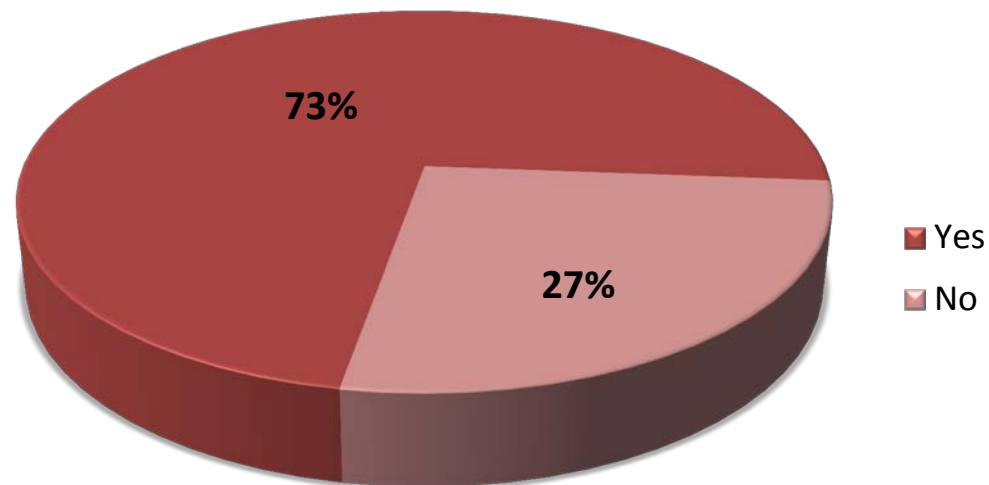
Question 7

How do you ensure that questions are answered accurately by your staff?

- 5% mentioned end-of-shift reports
- 10% mentioned referral
- 10% mentioned that they have no mechanism for ensuring accuracy of responses
- Favourite comment: “I have nightmares about this question.”

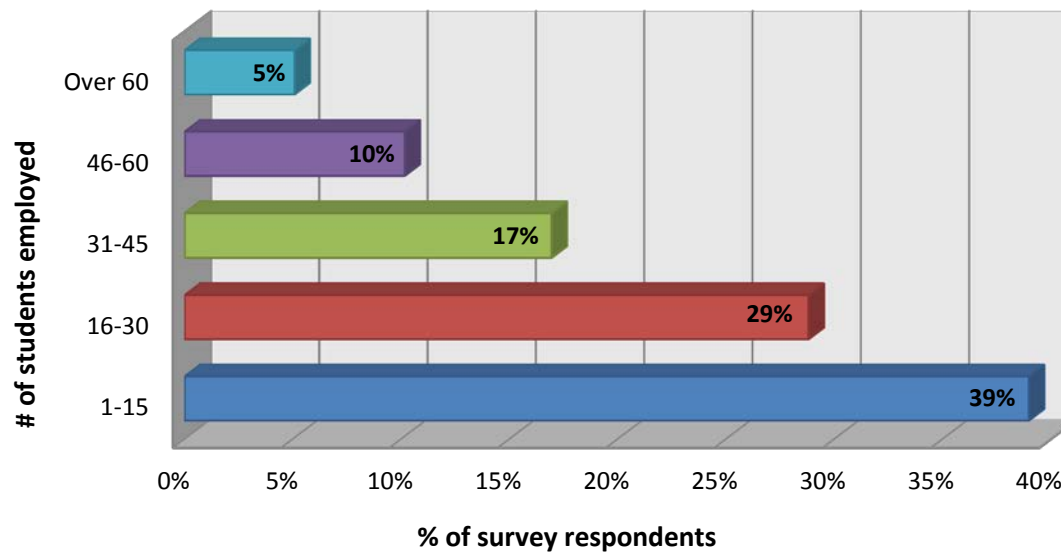
Question 8

Do you hold regular staff meetings?



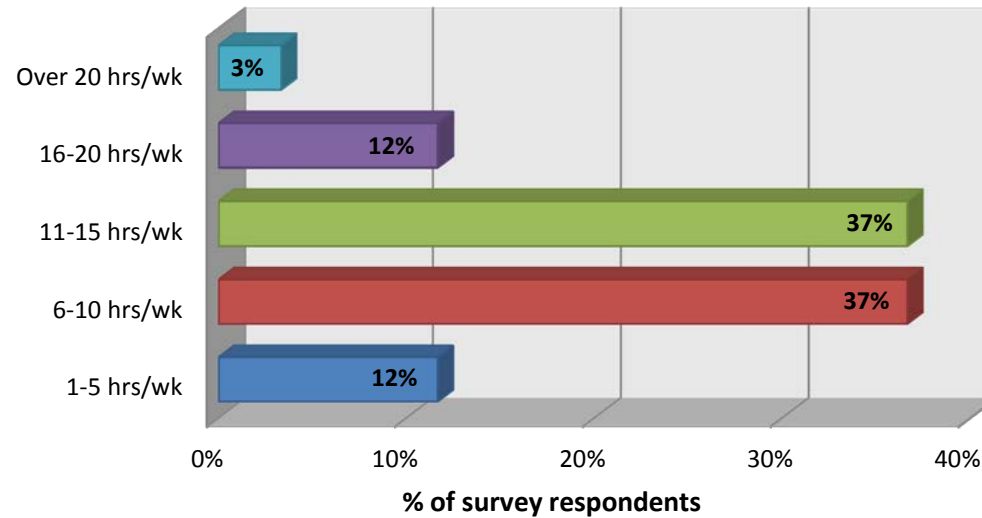
Question 9

How many students are employed by your Commons?



Question 10

How many hours do each of your student staff work per week?



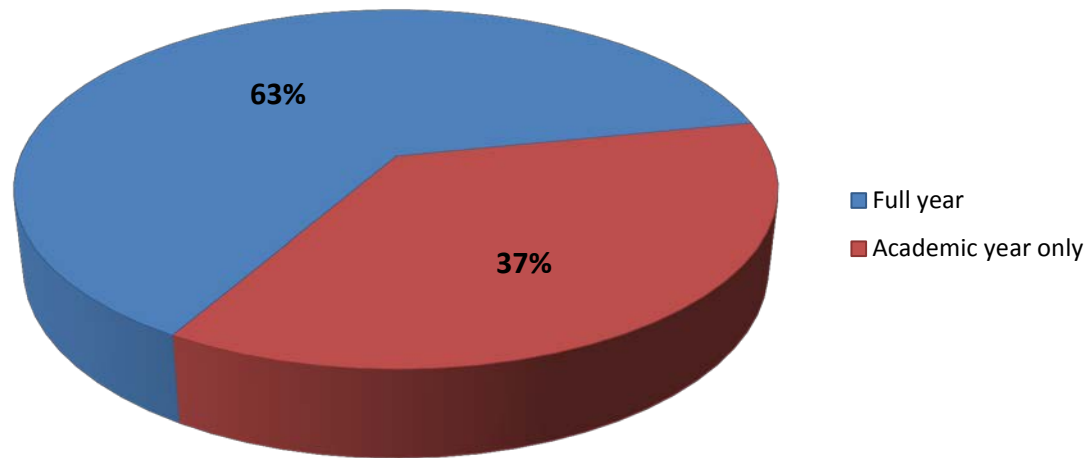
Question 10

**How many hours do each of your student staff
work per week?**

- 52% of respondents reported 15 hours per week or higher
- 48% of respondents provided a range of hours
- 30% of respondents reported a range of 10 or more hours

Question 11

Do your student staff work all year (12 months)
or just during the academic year?



Final comments from Survey

- Need for more training
- Importance of clear policies, procedures and guidelines
- Challenges and importance of screening and selection
- Many respondents indicated multiple student groups (managed by different supervisors) working from their Commons
- Students appreciate the peer-to-peer support
- Exploration of cross-training

Key Findings

- 92% of respondents hire undergraduate students
- 97% of respondents use in-person training methods, 70% also use peer-to-peer training
- IT support, general campus information and library research skills are the primary focus of training
- 81% offer refresher training
- 73% hold regular staff meetings

Key Findings

- 39% of respondents hire between 1-15 students, 29% hire between 16-30 students
- 75% of respondents indicated that their student staff worked between 6-15 hours per week*
- 48% of respondents provided a range of hours
- 30% of respondents reported a range of 10 or more hours
- 52% of respondents reported 15 hours per week or higher

*Based on median, when range provided



Conclusions

- Students and peer-to-peer support are fundamental to Learning Commons operation
- Information/Learning Commons staff structures are complex and often involve multiple partners
- Significant time and resources are devoted to training students in a Learning Commons environment

Strategies for an engaged student team

- Setting clear expectations
 - Groups norms
 - Job contracts
- Supervisor visibility/availability
 - “CLC Rounds”
 - MSN Messenger
 - 1 on 1 meetings
- Performance reviews/exit surveys



Strategies for an engaged student team

- Regular staff meetings
 - Good thing, bad thing
 - Quizzes/games
 - Students rotate as meeting chair
 - Mini workshops
- Social events
 - Bowling
 - Game Night



Questions?



a place of mind

THE UNIVERSITY OF BRITISH COLUMBIA