Revitalizing Customer Service through Student Leadership

David Bolinger | User Experiences Manager
Micquel Little | Director of User Services and Resource Sharing

Claremont Colleges Library | Claremont, CA
The Claremont Colleges
The Claremont Colleges

5 Undergraduate Colleges
2 Graduate Institutions
1 Library
Total FTE - approx 7,500
Claremont Colleges Library

- Dean - 2 years
- Associate Dean - 1 year
- Organizational Restructure - 1 year
  - 4 Divisions
    - User Services & Resource Sharing
    - Research, Teaching & Learning
    - Information Resources & Systems
    - Special Collections & Archives
- Strategic Plan - 6 months
Student Workers

7 College Work Study processes

8th CUC Student process

“Off Campus Position”
Student Worker Program Coordinator

- Strong Collaboration
- Library wide value overlay
- Point Liaison
- Budget transparency and flexibility
- Supervisors and students aligned with interests and skills
The Student Experience: Interview to Resume

- Thoughtful training ($):
  - Employee best practices
  - Value of the library
  - Context behind job responsibilities
  - Extended trainings across divisions

- Promotion based on engagement, participation, and added responsibilities ($$)

- Invitations to library events and programs ($)

- Bi-monthly trainings focused on libraries: policies, procedures, and research triage ($)

- Nothing

- Nada

- Zip

- Value
The Student Experience: Interview to Resume

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Training and Promotion

- Students
  - User Services
  - Special Projects
  - BOSS
  - Grant funded projects
  - Digital Projects
  - Research Assistant
  - Special Collections

### Bar Chart
- Student
- Library
Engaging in Core Values

Engaging Students in Library Core Values

- Students showing values through productivity
- Students extending values through services
- Students engaged with job and role within library
- Students carrying values beyond library

Chart: Student vs. Library
Level 1
- Customer Service
- Expectations
- Core Function Processes and Policies

Level 2
- Engagement on committees
- Peer Training Roles
- Expansion of responsibility
- Exploration of interest on projects beyond division
- Position expansion to multi-divisional schedules

Level 3
- Expanded autonomy on special projects
- Peer to Peer Training and/or Research Fellow
-- Expanded exploration of interest and experiences throughout library
Influential Leaders

• Trust and Empowerment
• Mentorship
• Dean’s Action Council on Diversity and Inclusiveness (DACDI)
• Board of Student Stakeholders (BOSS)
• Library Undergraduate Research Award (LURA)
• The Website Redesign Project (TWeRP)
• Claremont Discourse
• Search Committees
• Project Committees
Strategic Plan Goal (4.3.5):

Transform our student assistant program to become more user-centered, service driven, and peer-to-peer oriented. Consider our student workers to be staff members. Solicit, utilize, and value their input into improving library resources and services.
Next Steps

• Continued Collaborations
• Assessment
• Engaged feedback
• Expanded services and programs
• Peer to Peer models
Questions

Thank You!