Badges of Service

Engaging, Customer-Oriented Student Employee Training

Access Services Conference 2017
Atlanta, Georgia

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Our Circulation Unit
Our Training Program

Van der Steg, Robbert (2011)
Animated Spiral Clock with 2 pointers. CC BY-NC 2.0
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Who Is Involved?

- Content
- Assessment
- Staff
- Training
- Documentation
- Organization
Our Philosophy

Give ‘em! the PICKLE!

“Do what it takes to make things right”
“If you don’t have a reason to say no, say yes!”

Focus on:

- Patron confidentiality
- Hands-on-training
- Written resources
- Ask questions!
- REFER - Rely on staff for knowledge, judgement, and safety concerns
- Gather student feedback and ideas
Before the Training Modules…

Grind

Chore

Drudgery

Struggle
Training Modules

Training Track

Module 1: Circulation Orientation
Module 2: Intro to Alma, Open Room and
Module 3: First Shift Survival
Module 4: Safety First
Module 5: Trainee

Module 6: Cadet
Module 7: Expert
Module 8: Patron Experience
Module 9: Master

Special Modules

24/5 Night Owl
Lead Students
Weekend Warrior
Training Modules

1. Personal Check Out
2. Desk Workflow
   2.1 When the Desk is Super Busy
   2.2 When the desk is slow
   2.3 Answering the phone
3. Check In
4. Renewing Items
   4.1 How to Renew an Item in Alma
5. Course Reserves
6. Laptops
7. Kindles
8. Tablets
9. Lockers
10. Group Study Rooms
11. Research Rooms
12. Equipment
13. Request Shelf
   13.1 3D Printing
14. Board Games

How to Renew an Item in Alma

1. Refer to Renewing Items in Alma

Course Reserves

See Course Reserves including:
- Policies and check out periods
- Renewals
- Instructors placing materials on reserve
- Instructors removing materials from reserve
- Overnight check out
- Booking media for classroom use
- Permanent Reserves

Information for the beginning of term:
- Ask if the course reserve form has been filled out and if it hasn’t, guide them to the computer at the end of the counter to fill it out.
- If the instructor has any special requests or questions please ask them to place them in the comments section of the form.
- Inform the instructor that he may take up to one week to process course reserve items.
- Fill out a course reserve slip, place it in one of the items, and put them on the incoming reserves shelf. Please be sure to put your initials and the date on the bottom of the slip.
- If an instructor wants to book media items for classroom use, have the instructor fill out a course reserve form and select “Media Booking” from Material Type drop-down menu.

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Oregon State University Libraries and Press
The “Patron Experience”

Welcome to the Circulation Patron Experience Treasure Hunt Super Fun Adventure Time!

Check out the room you reserved and some dry erase markers.

Draw on the wall, and if you can, take a picture of it and send it to valley.circ@oregonstate.edu. Write something short and sweet and descriptive for the subject of the email.

*If you need some help with connecting the scanner to the Chromebook, read this Google help article.

Return the portable scanner and course reserve.

Powered by Qualtrics
Badges of Service

Designed by our in-house artist and 24/5 student supervisor April Zeller
Does our Training Work?

Real-Time Interaction

And

Skills Assessment

Annual Performance Evaluations

Exit Interviews
Thank You Circulation Staff!

- Rebecca Coulterpark
- Kelly Holcomb (former employee)
- Emma Kridler
- David Moynihan
- Rima Reves
- Sarah Schuck
- Autumn Sunshine
- Christie Surprise-Tolj
- Katie Warrener (former employee)
- April Zeller
QUESTIONS?
References

• Farrell, B., & Media Partners Corporation. (2002). Give 'em the Pickle!


• Jensen, Joy (2017) LEAD Staff Retreat.


• Van der Steg, Robbert (2011) Animated Spiral Clock with 2 pointers. CC BY-NC 2.0 Retrieved from https://www.flickr.com/photos/robbie73/5925563382/