Session 3: 1:10 p.m. - 1:40 p.m.

Student Ownership of Library Spaces (Andrea Boothby Rice, Washington College)

(I know she's not live, but whatever lol) Interestingly, we had a similar issue of 'warm body' syndrome. We tackled it by giving them more to do, more pride in their work and service, with some flexibility to do homework around their library duties. Also had (before renovation) only ONE circ desk computer. Once we had TWO, students were more equally able to help patrons instead of one doing homework and the other working. *(Presenting Raise the Bar tomorrow :) shameless advertising…) ~Claire from DelVal*

We also used to have a similar problem (before I started). Interestingly, the problem ended up lying in the fact that we had too many students scheduled at once, so the students didn't see their importance. We've adjusted down to 2 students (or 1 student and 1 librarian) and we haven't had nearly as many issues since.

We had similar problems and it was resolved by giving them more duties, showing them why they were crucial in our department/at service desk, and reducing the number of students present at one time. Tried to have no more than 2 scheduled at once, when we did, we had one on the service desk assisting patrons, and the other was performing departmental duties. - Erin from ECU

What kind of extra duties do you assign your desk students?

> *Claire from DelVal:* We have our students mostly just serve students, actually - we have recently added a Print Center, the only one of its kind on campus, so there's a lot of printing being done and helping troubleshoot technology & lend equipment, constantly feeding / servicing the machines, etc. more so than regular book checkout activity. We also have our students do hourly counts around the building to assess building usage, and I ask our students to help generate ideas and content for social media and displays. They also help me design signage as needed. My supervisor students have additional duties like helping me with ILL, and curating my One Health Resource guide (finding 3 books and 5 articles related to each seminar the school hosts for a LibGuide). I try to give them lots of things they CAN do, but given the unpredictable flow of issues to triage, not many firm deadlines.
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> All of our students are expected to shelf read for 10-15 minutes per 1 hour worked. They are also assigned specific duties (watering plants, checking bulletin boards, doing displays, shelving, cleaning computers or tidying other areas, etc). We also have some shift duties which are performed at specific times, like headcount or refilling printer paper.+
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> Our students when on the desk answer reference questions, monitor chat, minor trouble shooting of printing errors, and assist patrons. They will also search for relevant titles for upcoming departmental displays (they are given a theme/concept and asked to find a certain number of titles), they also review websites and bibliographies to ensure that links work and that titles listed are still in the collection. Duties away from the desk include staging/shelving books, shelf reading for at least 30 minutes, and then other items (pulling titles for

weeding/instruction/displays when given a list, watering plants, cleaning areas, replenishing supplies, etc.) - Erin from ECU

At SU- our students have “desk” shifts, and then shifts where they are doing shelf reading, shelving, mini-shifting, or inventory. We try not to have anyone on the desk for more than a couple of hours at a time. While they are on the desk, they can work on homework.

How are peer cohorts organized? How are leaders selected?

What does your Google form look like for schedule availability submission?

At my previous institution we used a blank schedule template, by hour, of each day of the week. Students would mark “preferred” “busy” or “open by not preferred” for each open hour. We had some issues with students indicating that they were “busy” every weekend, because they didn’t want to work. So we changed it to define “busy” as having a class, sports practice, or regularly assigned shift at another job. It helped to have everyone’s availability for when we had to find coverage. Our student supervisor then had a giant whiteboard with the schedule and everyone’s availability (each student was assigned a letter that we used to identify them to keep the whiteboard less cluttered).

Claire at DelVal - I have a MS Forms I use on students to give me their basic availability, like nights & weekends, are you a commuter, what are your preferences, etc. But then I also use their actual class schedule to go around their clubs, RA meetings, etc. I try to schedule around everything so there are no set shifts like a 10-2 block. I use a massive excel spreadsheet to figure it all out.

We actually found it easiest to use a physical form. We have a printed out version of the blank schedule with the shifts separated out, and have the students fill in the shifts that they are available. We ask them for a minimum of 8 shifts (we usually schedule them for 5) and then also ask them to list any extracurricular activities they’re involved in.