

Senior Information and
Borrowing:

The Positive Impact of
Recognition and Promotion

Your Presenters:

Mary Calo

Manager of Public Services

Brandeis University

mcalo@brandeis.edu

Joshua Aldwinckle-Povey

Brandeis Alumnus

Senior I + B Assistant

joshuaaldwincklepovey@gmail.com

Brandeis Library Public Services

5 Full time and 2 Part time staff



45 Part time student staff

119 weekly library hours

Information and Library Assistants

Practiced Skills

Time Management

Reliability

Customer Service

"Soft Skills"

Attention to Detail

Problem Solving

Basic De-escalation



Professional Stagnation



Senior Information and Borrowing Assistant

Pros for Students

Recognition
Acknowledgement
New Skill Development
Money \$\$\$
Resume Builder

Pros for Library Staff

More time for...

Projects
Meetings
Time off!!

Higher Ordered Skill Practice

Leadership/Mentorship

Knowledge Acquisition

Complicated interpersonal interactions

Critical Thinking

Complex Problem Solving

Delegation

Job Description

Interview Questions

Training and Support

In person Training
Shared Google Drive
Written Documentation
On Call Support

Success!



Testimonials

"I find myself a lot more excited when I am coming to work a Senior I+B shift. I've also become more confident in my ability to solve problems without needing to ask for help immediately during my shifts. I've noticed that in the moments where I don't know the answer to a question I can appear more confident, which has helped me navigate situations with tricky patrons better" - Defne C. '25

Testimonials

"Being promoted to Senior I + B has boosted my confidence in leading others! Initially, I found it a bit intimidating, as I was overseeing peers my own age, and I worried it might create an awkward dynamic. I realized that I could maintain a personable approach and preserve my connections without creating discomfort around authority. In fact, this role has brought me even closer to the library staff, allowing me to interact with colleagues I am not typically scheduled with. Professionally, I now feel much more confident in managing tasks and responsibilities, and receiving this promotion is especially meaningful since I have been working here since my freshman year. It feels like a marker of my growth, not only as a person but also in this role!" - Josie C. '25

Testimonials

"Getting promoted to the Senior I and B position has really encouraged my growth at the library. As a senior, I now tackle unexpected challenges, make decisions for the team, and keep the borrowing system running smoothly when supervisors are busy. I also get to talk more closely with other departments and senior staff, which has helped me understand how everything in the library fits together. This experience has boosted my communication and relationship-building skills, making it easier to collaborate on solving tricky problems.

cont.

Testimonials

"I now step up to lead the situation, organizing resources and delegating tasks. It's really sharpened my problem-solving skills and given me the confidence to take charge. I've also learned a lot about team dynamics—how to motivate my colleagues and keep everyone on track with our goals. Being accountable for more important decisions has shown me how my choices affect daily operations. Overall, I feel more empowered and am growing into a leader who can manage both people and processes to help our library succeed. This promotion isn't just about more responsibility; it's a great chance for me to grow personally and become a more effective professional." - Charlene T. '12/24

Thank you!

Questions?