Supervising Students—In The Beginning...

Student Supervisors:
- May not have had prior training or experience.
- May need to create their own processes, documentation and forms.
- Might be learning the job at the same time as the students who are being supervised.

“To become a more effective leader, understand the many ways you naturally influence others.”

Ellis, D. Becoming a Master Student; 2013; Wadsworth
The Traditional Model of Student Employment

- Students worked in the Library as a way to earn money while attending school.

And then.....
Working, while attending school, is necessary to pay expenses, and more importantly, build a resume.

College degree + a marketable skill-set

“The 2010 census data paints a bleak financial picture for recent graduates, and as the recession lingers, it’s clear that many of the students enrolled at your institution will be graduating into a very difficult market.”

September 29, 2011 Daniel Fusch, Academic Impressions
Challenges, or Opportunities?

- Assigned student assistants versus selected student assistants.
  - *Assigned student workers may not give you the opportunity to interview and select.*

- Great extent of knowledge e.g. Circulation procedures.

- Distractions – school work, friends, campus activities.

- We train them, and then they graduate.
Advertising for Student Employees

- Work/duties/tasks to be performed
- Hours per week, along with available shifts
- Starting pay
- Job qualifications
- Consider asking for a Statement of Interest, as well as references
- Deadline for submitting applications, when applicants can expect to be notified of the search results
Tell Me More!

- Seeking someone with library experience and customer service skills
Open ended versus closed ended questions

◦ Have you ever worked with a difficult patron?
◦ *Tell me about a time when you worked with a difficult patron, and how you resolved the situation.*
◦ Describe the ideal training program for you when starting a new job.
◦ What did you find useful or innovative about the Library web site?
◦ *What questions do you have for us?*
Let’s Try a Few Questions...

- Have you ever supervised other volunteers/staff?
  - Tell me about a time that you supervised other staff.

- Would others describe you as having initiative?
  - Tell me about a project you worked on that required initiative.

- How familiar are you with Microsoft Office?
  - Tell me about some projects that you worked on that involved MS Office programs.

- Do you prefer to work alone or in teams?
  - Tell me about a time that you worked on a team project, and what your role was.
Questions to Avoid

- Disabilities/health problems
- Marital status
- Past arrests
- Ethnic background
- Age/what is your birth date?
- Religious affiliations

By signing this form, I acknowledge that I am at least 18 years of age.

I understand that this position may require the employee to lift/push 40 lbs.
Learning Outcomes

What are the learning outcomes for your student assistant positions?

- Communication skills
- Customer service skills
- Leadership/supervisory skills
- Technology (e.g. scanning, editing, spreadsheets)
- Preservation techniques (i.e. Bindery)
Go Beyond The Basics – Building the Skill-Set

Answering the Phones
◦ *Customer Service Skills*
◦ *Explain Policies and Guidelines*
◦ *Assist With Problem-Solving Library Accounts*

Work in the Interlibrary Loan
◦ Search Databases to Verify Journal Articles
◦ Scan, Crop/Edit Using Adobe or Proprietary Software
◦ Prioritize Work Processes for the Most Efficient Turn-Around
“A constant concern of Access Services departments has been how to use the student assistants they employ in the most efficient and effective manner.”

BRADLEY P. TOLPPANEN and JANICE DERR, Journal of Access Services
Do We Train or Teach?

“What if we train them and they leave for another position.”

“What if we don’t train them and they stay.”
Train or Teach, or *Both*?

- Training: a process by which someone is taught the skills that are needed for an art, profession, or job.

- Teaching: to cause or help (someone) to learn about a subject by giving lessons.

http://www.merriam-webster.com/dictionary/
Learning Styles – VAK

- Visual
  - Iconic memory – lasts a brief amount of time

- Auditory
  - Echoic memory – may or may not be retained based on importance

- Kinesthetic
  - Performing a physical activity
Learning Styles – Continued

1. Consider using VAK when training.
2. Explain *why* the process is important, e.g. what might happen if the process is not completed correctly.
3. How the process affects customer service.
"The most important relationship employees have is with their manager. Studies show that even when work conditions are less than ideal, employees stay with an organization if they have a good relationship with the manager."


Organizations are built on:
1. Communication
2. Respect
3. Trust
Accountability and Expectations

“A great leader must also be capable of setting performance standards and holding people accountable.”

Accountability = setting an example

After Training...

- People sometimes model the behavior of others

“We do not, then, teach soft skills as much as we model them and reinforce them to our students.”

Reale, M. Mentoring & Managing Students in the Academic Library; 2013: ALA Editions
Essential Soft Skills

1. Communication
2. Enthusiasm and attitude
3. Team-work
4. Networking
5. Problems solving and critical thinking
6. Professionalism

http://www.dol.gov/odep/topics/youth/softskills/
Mystery Shoppers

- Ethical?
- Integrity?
- Accountable?
“Millennials, even after graduation, maintain strong ties to their hovering “helicopter parents,” which... could translate to the workplace.”

Motivating Millennials: Improving Practices in Recruiting, Retaining, and Motivating Younger Library Staff : by Sara D. Smith and Quinn Galbraith
My mom sent me an e-mail asking some questions about me working this summer and I just wanted some answers so as to appease her worries.
Student Assistant Diversity

• Avoid idioms
  • You’re pulling my leg
• Be patient with language challenges
  • Must have excellent communication skills
• Be respectful of differences in culture
Exit Interviews

- What was the most challenging part of your job?
- What was the most rewarding part of your job?
- What services do you think the Library should offer that it doesn't now?
- What qualities should we look for in hiring your replacement?
- How has this job prepared you for work after graduation?
Performance Concerns

- **Late to a shift** – *is it lack of interest in the job, or a need for time management?*

- **Poor work performance** – *is there a lack of attention to detail, or an opportunity to improve the training/follow-up training program?*

View the situation objectively
“Above and beyond” recognition = timely.

How much time was put into “recognizing” the student employee? e.g. giving them a certificate versus a luncheon with the Library staff.

Food is universal.
Welcome

The National Student Employment Association is an organization of several hundred professionals involved with programs for college students who work. Membership is open to anyone with an interest in administering student employment or hiring students. NSEA supports and promotes student employment through research, publications, professional development opportunities, and the open exchange of information.

Membership in NSEA - a comprehensive student employment association - is ideal for those looking for professional development in the field.

--JOIN NOW--

NSEA is a prime source for current information on federal student employment regulations and expert advice on the Federal Work-Study Program. Through annual conferences and workshops, members are offered training opportunities and the chance to tap into a nationwide network of experienced student employment colleagues. Similarly, employers have access to student employment professionals in the U.S. and abroad who can help facilitate their employment needs with well-trained, enthusiastic student employees.

National Student Employment Association Mission Statement
The National Student Employment Association (NSEA) is a non-profit association of professionals involved with programs for students who work while attending college. To this end, we support and promote student employment through research, professional development and the exchange of information.
Next week we will discuss communication, important conversations and recognizing/rewarding student assistants.

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Thank you for attending today!
References

- Tolppanen Bradley P. and Janice Derr, Journal of Access Services
- Fusch, Daniel, Academic Impressions; 2011
- Ellis, D. Becoming a Master Student; 2013; Wadsworth

- http://www.dol.gov/odep/topics/youth/softskills/
- Smith Sara, and Quinn Galbraith, Motivating Millennials: Improving Practices in Recruiting, Retaining, and Motivating Younger Library Staff