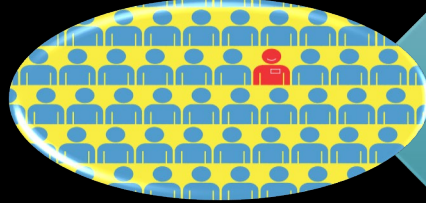


# *Building an Invested Student Staff*

*CTLC 2019*



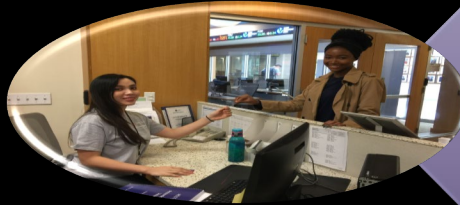
# Building Blocks



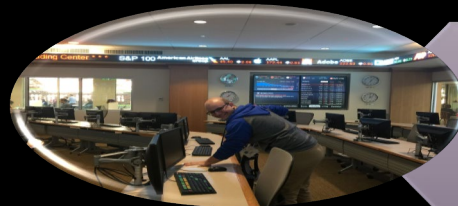
Recruiting & Hiring



Training & Supervising

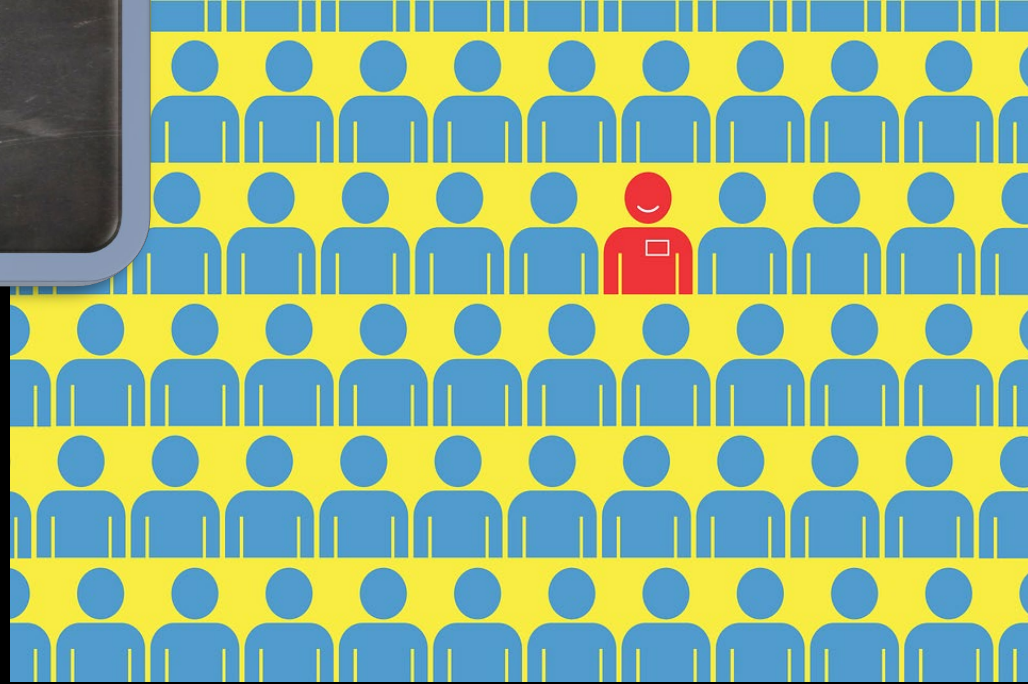


Day-to-day operation



Sign of investment

# *Recruiting & Hiring*



Initial Contact

Resume

Application

Interview





Personal Info

Experience



## BUSINESS LIBRARY – STUDENT ASSISTANT APPLICATION

EDWIN L. COX SCHOOL OF BUSINESS - 150 MAGUIRE BUILDING  
PO BOX 750333 - DALLAS, TX 75275  
(214)768-4107

### ➤ Personal Information

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Student ID Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Address: \_\_\_\_\_  
Street City Zip Code

### ➤ Education Information

Major: \_\_\_\_\_ Classification (Circle One): Graduate / Undergraduate

Expected Date of Graduation: \_\_\_\_\_

### ➤ Work Experience

#### SMU or Current Employer

Position \_\_\_\_\_ Department/Business Name \_\_\_\_\_ City/Hours Per Week \_\_\_\_\_ Supervisor \_\_\_\_\_ Phone Number \_\_\_\_\_

#### Previous Employer

Position \_\_\_\_\_ Business Name \_\_\_\_\_ City \_\_\_\_\_ Supervisor \_\_\_\_\_ Phone Number \_\_\_\_\_

Library Experience/Related Skills (please describe): \_\_\_\_\_

Federal Work Study Student (U.S. students only – Circle One): Yes / No

### ➤ Availability (list the times you are available to work during the period for which you are being considered)

(Work Hours: Monday through Thursday 8:00am - 11pm, Friday 8:00am - 5pm, Saturday 10am - 5pm and Sunday Noon - 11pm)

Monday \_\_\_\_\_ Tuesday \_\_\_\_\_ Wednesday \_\_\_\_\_ Thursday \_\_\_\_\_

Friday \_\_\_\_\_ Saturday \_\_\_\_\_ Sunday \_\_\_\_\_

How Many Hours a Week Would You Like to Work? \_\_\_\_\_

### ➤ Additional Information and Signature

Local Relative or Other Contact Person: Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

❖ Only currently enrolled SMU students are eligible for Student Assistant positions. If selected for a Student Assistant position, an original social security card plus a valid driver's license, current passport, or current visa will need to be provided to the SMU Human Resource Department during processing.

❖ By signing below, I am affirming that all information on this document is true to the best of my knowledge and that I understand this application is a part of the process in interviewing for the Business Library Student Assistant position and NOT an offer of employment. Offers of employment are a separate part of the overall interview process.

Signature \_\_\_\_\_

Date \_\_\_\_\_

Academic Term for Which I am Applying \_\_\_\_\_

Classification

Availability



Background



Self-awareness

## ***BUSINESS LIBRARY***

### **STUDENT ASSISTANT INTERVIEW QUESTIONS**

(file with student's completed application)

Name: \_\_\_\_\_

Interview Date/Time: \_\_\_\_\_

#### **Questions**

- Tell about yourself and what brought you to SMU.
  
- The position you have applied for is Library Student Assistant (briefly explain job description).
  - ❖ Explain some of your *strengths* that will help you in the Student Assistant position.
  
  - ❖ Explain some of the things that *may challenge* you in the Student Assistant position.
  
- What do you do when you realize you have made a mistake?
  
- What do you do when you realize you do not know the answer to a question?
  
- Give an example of how you handle stress.
  
- On a scale of 1 to 10, with 10 being the best, tell where you rank, and why, regarding:
  - ❖ Punctuality (being on time for work/class) \_\_\_\_\_ Why? \_\_\_\_\_
  
  - ❖ Work/Class Attendance Record \_\_\_\_\_ Why? \_\_\_\_\_

#### **Wrap-Up**

- Do you have any questions for us about the Student Assistant position or the Business Library?
  
- Thank you for coming in. If you are selected for a position, you will receive an email offering you the position with instructions on how to accept. Best of luck in your studies at SMU.

#### **Other Notes**

(Punctual for interview, etc...)



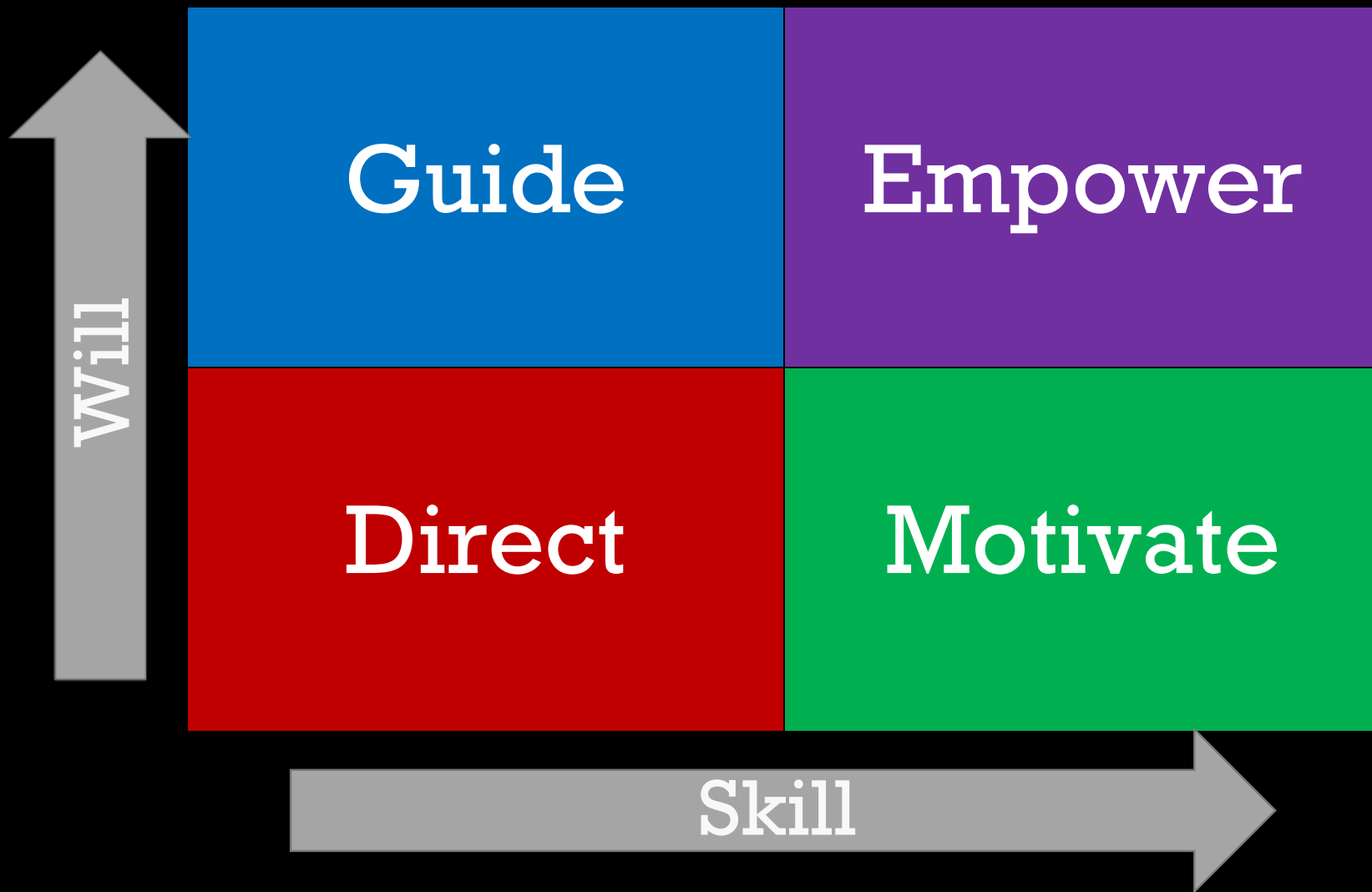
Begin on time



Their turn

# Training & Supervising







# Mentoring vs. Coaching

	Mentoring	Coaching
Focus:	Individual Development	Performance Improvement
Role:	No agenda	Specific agenda
Relationship:	Self-selecting	Comes with position
Source of Influence:	Perceived value	Position
Arena:	Life / Career	Business / Sports
Timeframe:	Longer term	Shorter term
Agenda:	Open	Set
Orientation:	Relationship related	Task related
Approach:	Non-structured	Structured
Personal Objective:	Improved performance	Personal satisfaction

## BUSINESS LIBRARY TRAINING CHECKLIST

**Admin/Staff Trainer:** \_\_\_\_\_ **Student Assistant:** \_\_\_\_\_

The Basics	
Review Web Clock (*if new student assistant can access it at time of training).	
Tours & Introductions: Walk the entire library including work areas. Show where to keep personal belongings. Tour the outside of the library (study rooms, restrooms, mail room, IBD floor on Mondays. Introduce staff members who are present during tour.	
Teach how to access & use the wiki (work schedules/announcements/directories), Skype chat & Alma	
Show how to use the cameras to help perform the job. Show how to increase/decrease the screens.	
Train on job responsibilities. Review each item of the Daily Procedures/Closing Procedures sheet.	
Train on how to handle patrons without their SMU ID/Alumni ID for check out.	
Teach when they should return (scan in) items given to them by patrons or staff members.	
Explain who can access lost & found and where it's kept. Show where items to check out including reserves are kept. Review where supplies are kept.	
Demonstrate how to reserve a study room.	
Review the Business Library's main number. Make sure this number is in student assistant's phone.	
Explain what all employees should do if they are going to be late for work.	
Review how to handle when another student assistant calls & tells them they are running late for work.	
Show where to find the Business Library's hours (all places they are displayed).	
Teach the types of interactions to mark on the 'Patron Interactions' section of the Daily Procedures sheet.	
Cleaning: Train what each cleaning product at the desks is and demonstrate proper daily cleaning.	
Allow the new student assistant time to read the Student Employee Manual.	

Front Desk and KITC	
Train how to lock & unlock front doors.	
Show where the course evaluation & administered test packets are placed.	
Explain who can access the KITC, the Bloomberg pods and the Specialty computer pods. Review the KITC rules. Review what to do if an alum gives their alumni card for access to KITC or pods.	
Explain what the procedures are for classes in the KITC.	
Review procedure for patron situations such as: when a patron approaches a student assistant and explains that a staff member said that they should just give them a placard.	
Train how to handle when someone just wants to go into the KITC for a few moments to talk with their friends and promises the student assistant they will not use a computer.	
Show student assistant how to turn the technology on & off in the KITC. Walk around to show how to ensure all computers are functioning (and what to do if they are not). Let them know the ticker switch remains in the 'on' position (unless faculty or staff turns off during a class) because it is on an automatic timer for open and close.	

Service Desk	
Review where the Business Library is located and how to direct a patron to our location.	
Train on how do you answer the phone, transfer a call (both inside/outside of library), place a call on/off hold, find a phone number and use the phone directory. Give information on how many rings before voicemail answers (4 rings).	
Explain how do you transfer reference calls and general calls to librarians (always use the reference line - Ask a Business Librarian line).	
Teach how to process journals. Procedure for disposal of old journals. Explain when you should go to the mailroom to get mail and on what day to retrieve the IBD (Investors' Business Daily).	

Computer & Study Areas	
Walk around computer/study areas. Have student assistant point out if anything needs attention. Coach them regarding what you see. Review open/close duties (quick sheets in desk drawers).	
Review the various computer use policies (on KITC computers; A-G computers; Quick Use computers; Bloomberg computers; S pod computers) in the library.	
Explain why new SMU students should not create a Papercut account to print. Review how they add funds to their Papercut account and how they print a document. Train on solutions to common printer problems (i.e. pdf files) & what to do if there is an error.	
Go over the various methods used to print a document; where color and b/w prints; the various paper sizes of documents that can be printed and where the legal/tableau sizes be printed.	
Instruct on use of all inventory items we check out to students, faculty & staff, the KIC scanner and the photocopier (it's also a scanner).	

Emergency Procedures	
Review what to do if you are talking to a patron and they become upset.	
Explain what to do if you feel you are in danger.	
Give them the phone number for police/fire/ambulance.	
Explain how to respond to a lockdown emergency, a seek shelter emergency & an evacuate emergency.	
Show where the emergency exits are located and which doors you use when evacuating computer study area, quiet area and KITC.	

Outside the Business Library (Review where these locations are from the Business Library)	
The Cox location of SMU Information Technology.	
The E&Y Gallery (Ernst & Young Gallery).	
Maguire, Crow and Fincher buildings.	
Georges, 175 Crow, 150K Maguire and 150A Maguire.	
Fondren, Collins, Hughes Trigg and the nearest ATM.	
150 Crow (talk about how SMU has same name for different things - example: Meadows Museum & Meadows School of Art / Caruth Entrepreneur Center & Caruth Engineering Building)?	

**Training Comments:**

# Day-to-day operation



DATE: \_\_\_\_\_

Is this the FRONT SERVICE DESK or BACK SERVICE DESK form? (please circle one)(FRONT SERVICE DESK = desk closest to KITT Trading Center / BACK SERVICE DESK = desk closest to Staff Offices)**\*\*\*\*BUSINESS LIBRARY DAILY PROCEDURES\*\*\*\***Daily procedures tasks must be performed for every shift you work (if you work the closing shift, these tasks are to be completed in addition to your closing duties). While working, all library tasks hold priority over any personal work.

Print Your Name → (check off list in same column under your name)										
Put on name tag (kept at front desk).										
Check to make sure KITS ticker, all monitors & computers in facility are on & functioning. Report any problems to staff.										
Check paper trays on all printers every hour (every 30 minutes if library is busy) and refill if needed (do not overfill – leave a small space at top of each tray).										
Check messages on printers. Report error messages to staff.										
Check the reams of paper under the printers (there should be 3 - if not, pull from overstock to get to 3)										
Log in to Skype Chat with your sign-in SMU credentials (make sure you have connected with all Business Library staff as well as all student assistants).										
Check the Announcements on the student wiki: (bizstu.pbwiki.com)										
Straighten up Business Library & KITS every 30 minutes by pushing in chairs; cleaning, straightening & wiping down: lobby area, quick use & printer station areas, computer monitors, tables & study areas, study rooms; re-shelving items left out; sweep/mop as needed; replenishing supplies at both service desks (paper clips, pens, pencils, tissues, wipes, etc...)										

LEGEND: ✓ = Done, TB = Too Busy - every box must be filled in to indicate you are aware of completing that task**\*\*\*\*PATRON INTERACTIONS\*\*\*\***

Print Your Name →										
Record Patron Interactions → (place a mark 'I' each time you help a patron)										

**\*\*\*\*CLOSING PROCEDURES ON BACK OF PAGE\*\*\*\*****\*\*\*\*BUSINESS LIBRARY CLOSING PROCEDURES\*\*\*\***As each of these tasks is completed, check the line next to the task. In addition to tasks listed below, the staff member on duty may ask you to assist with other tasks. **If at any time a patron is not cooperative, inform a staff member immediately, so they can address the situation.****\*ONE HOUR BEFORE CLOSING** (allow yourself more than an hour on busy nights)Return (Scan In) all barcoded items (placards, reserves, marker & headphone boxes, calculators, etc...), even those that have not circulated and place placards in order, according to instructions on the holders. Report any missing placards or other items immediately!**\*THIRTY MINUTES BEFORE CLOSING**

Walk around and quietly tell all patrons that the library will be closing in 30 minutes. Collect placards from patrons and any placards left behind at computer stations.

Straighten up the front/back service desk areas, study areas &amp; computer areas. Re-shelve any books, magazines and newspapers that have been left out by patrons. Straighten all chairs, keyboards, monitors, tables. Wipe tables and remove any recycling items, trash or dirty spots.

Any items left behind by patrons: Personal items go to staff member to process (lost & found). Scraps of paper, plastic bottles, any recycling materials, etc. go in recycling bins. Any garbage goes in the trash. **(We take pride in the library's appearance - at all times!)****\*FIFTEEN MINUTES BEFORE CLOSING**

Remind all patrons that the library will be closing in 15 minutes and to send all printing to the printers now. Retrieve &amp; Return (Scan In) all Reserve items and re-shelve as needed. Close all study rooms - clean each room's wipe board and table and straighten chairs, then turn off the study room lights and lock door.

Refill all paper trays at the Pay-for-Print stations as needed. **(Remember, printing deadline is 15 minutes before closing time.)**

Turn off all digital monitors (televisions). Screens in lobby, by the copier and in the back lab area. Use the clickers in Melissa's mail tray to turn off all screens; return the clickers to same place.

Turn off the technology in KITS (interactive wall, lobby/quad display panels). \*Ticker switch should always be in the 'on' position since it is on a timer, so do not turn off.\***\*ONE MINUTE BEFORE CLOSING** (or, after the last patron leaves)

Log off front desk/back service desk computers by pressing CTRL+ALT+DELETE, then clicking SIGN OUT.

Closing Notes (use this space for any information you need to share about your closing shift): \_\_\_\_\_

Closing Student Assistant @ Service Desk &amp; Front Desk: Turn in completed form to closing staff member.

Closing Student Assistant: \_\_\_\_\_ (please initial) / Closing Library Staff Member: \_\_\_\_\_ (please initial)

(Place in Library Manager's mail tray when complete.)



## Business Library Student Assistant Wiki... Information at your fingertips!



### ANNOUNCEMENTS

[STUDENT DIRECTORY](#)

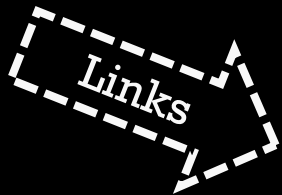
[STUDENT MANUAL](#)

[COMMONLY USED PHONE NUMBERS](#)

[STUDENT WORK SCHEDULE](#)

[STAFF DIRECTORY](#)

[EMERGENCY PROCEDURES](#)





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### Introduction

- *What this job aid is not*
- *What this job aid is*

### Before the Buddy-Up training process begins

- *Examples of notifications*
- *Talk with your assigned student assistants*
- *What's the point? AKA the learning goals and objectives*

### During the Buddy-Up training process

- *Equipment needed*
- *Time to train*

### After the Buddy-Up training process

### Congratulations!

## BUSINESS LIBRARY 'Buddy-Up' CHECKLIST

### Reinforcing Student Assistant Readiness

Check off each box on the right when Student Assistant demonstrates proficiency on that set of questions.  
(Use the bottom of the checklist for additional comments)

Library Staff Member: \_\_\_\_\_ Student Assistant: \_\_\_\_\_

The Basics	
How do you access/use the wiki, Skype chat, Voyager (watch for multiple classifications)?	
How do you use the cameras to help you perform your job? How do you increase/decrease the screens?	
How do you look up someone's ID for check out? (trick question – you don't)	
When should you check in (discharge) items that have been given to you by patrons? By fellow staff members?	
Where is lost & found? Who should access lost & found? Where are reserves? Where are supplies?	
How do you reserve a study room? Obtain markers? Headphones?	
What is the Library's main number? Do you have it in your phone in case you need it?	
What should you do if you find that you are going to be late for work?	
What should you do if a fellow student assistant calls and tells you that they are running late for work?	
What are the Library's hours? Where are hours displayed?	

Service Desk	
Where is the Business Library located? If someone calls, how do you direct them to the Business Library?	
How do you answer the phone? Transfer a call? Place call on/off hold? Find a number? Phone directory? How many rings before voicemail answers (4 rings)?	
How do you transfer reference calls to librarians (always use the Ask A Business Librarian line)? Why?	
How do you transfer calls to other depts. on campus?	
How do you process journals? Dispose of old journals? Where is the mail room? IBD?	

Computer/study areas	
Walk around computer/study areas. Have student assistant point out if anything needs attention. Coach them regarding what you see.	
What are the computer use policies (on all lab computers except quick prints & MDM station)?	
How do you put money on an SMU ID?	
How do you print a document? What are the various ways to print a document?	
How do you use a mini projector?	

# Job Aid

for the

## BUSINESS LIBRARY "Buddy-Up" CHECKLIST

### A Library Staff Member's Guide to Successful Training

SMU

SMU

*Sign of  
investment*









Business Library @ SMU / Staff, taken by S. Marar



Know who  
you want &  
critically hire

Allow for  
immediate  
contributions

Continuous  
communication

Mutual Benefit

Specific  
coaching/training  
& follow-up

Involvement in  
library operations





Now it's  
your turn!

Tracey Rinehart

User Experience Librarian

Business Library - SMU Libraries

Dallas, TX

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