FLIPPING THE SCRIPT:
ASSESSING AN ONLINE APPROACH TO TRAINING STUDENT WORKERS

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OBJECTIVE: TO DETERMINE WHETHER A CANVAS-BASED TRAINING PROGRAM WAS SUCCESSFUL IN PREPARING STUDENT WORKERS FOR EVERYDAY TASKS.
BACKGROUND

- The main service point at the Ruth Lilly Medical Library is staffed by student workers
  - Basic reference
  - Circulation
  - Referrals
  - Virtual reference
TRAINING STUDENTS FOR SUCCESS

Old Approach

• In-person job training at the service point
  • Heavy involvement from library staff
  • Large time commitment
  • No formal assessment of skills

New Approach

• Online training modules
  • Self-directed learning
  • Quizzes included for assessment
  • Allows students and staff to be more independent
TRAINING MODEL

- Short modules in Canvas with scenario-based instruction
- Each module is followed by a quiz
- Students are expected to complete modules during their first 2-3 weeks of work
ASSESSMENT

• In early 2019, we decided to assess this model.
• We created a “quiz” in the Canvas course
  • Scenario-based questions
  • Assessing student perception of their training
RESULTS - STRENGTHS

• All students answered that they were “confident” or “very confident performing the following tasks:
  • Answering basic reference questions at the desk Searching for books and journals in the IUCAT online catalog
  • Assisting patrons with printer and other basic tech issues and knowing where to refer them for addition tech support
  • Answering patron circulation account questions regarding checkouts, items in Request Delivery, overdue fines, etc.
  • Carrying out emergency procedures
Students indicated that they still needed support/guidance performing the following tasks after completing the modules:

• give a brief tour of the library and/or talk about the library's departments and what they offer
• Make an accurate referral to the appropriate liaison
• Provide assistance via online chat
Most things are learned on the job, thus experience with problem solving helped me train. However the modules provided great information on where to get started.

Student worker training is really good.

The references available in canvas and test modules are really helpful to understand the work. So, I think that is sufficient to start.

More pictures would make it easier to understand.

If we go through canvas modules thoroughly, that is good enough for training. If we have any quarries regarding work manager and other circulation desk assistant are always ready to help.
WHAT’S NEXT

• We will continue to improve the modules by listening to student employee feedback
• More experienced student workers will create modules for their peers
• We will add more supplementary documentation to the modules that seemed insufficient based on the assessment
THANK YOU

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