Utah State University

DigitalCommons@USU

3-2015

Empowering Student Workers: Whether They're Yours or Not!

Pamela N. Martin
Utah State University

Britt Fagerheim
Utah State University

Follow this and additional works at: https://digitalcommons.usu.edu/lib_present

Part of the Library and Information Science Commons

Recommended Citation

Martin, P., & Fagerheim, B. (2015, March). *Empowering student workers: Whether they're yours or not* [Poster]. ACRL National Conference, Portland, OR.

Utah State University
MERRILL-CAZIER LIBRARY

Empowering Student Workers – Whether They're Yours or Not!

Pamela N. Martin And Britt Anna Fagerheim
Merrill-Cazier Library, Utah State University

Background: A collaboration with campus IT to provide library training and assessment for IT students workers (computer lab consultants) who work in library computer labs.

Timeline

September
During an IT training session, computer lab consultants received library training and took an online pretest to gauge their ability to answer frequently asked library questions using two library websites, a student worker **LibGuide** and Library FAQ's indexed in **LibAnswers**.

October
Slight improvements were made to the LibGuide; LibAnswers was upgraded and questions and keywords were improved.

November
Lab consultants took a (identical) post-test on their own.

Results:

- Most lab consultants can answer common patron questions using the online guides.
- *Pre-test:*
  63 respondents
  Avg. score 82.7%
- *Post-test:*
  18 respondents
  Avg. score 74.5%.
- Quizzes indicate a slight preference for LibAnswers in the pre-test.

Conclusions

- Scores did not improve in the post-test. This could be due to a number of factors, but likely demonstrates a persistent need for in-person training.
- Since scores did not improve, lab consultants might not be using the websites on their own. Further investigation needs to be conducted to discover how the websites could fit better into student workflow.
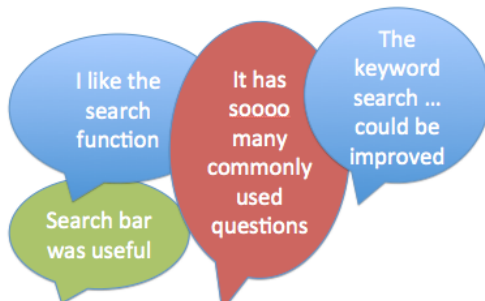
Closing the Loop
Data from this project has been used to:
- Evaluate lab consultants' skills
- Enable improvements to resources we provide to lab consultants and focus student training efforts

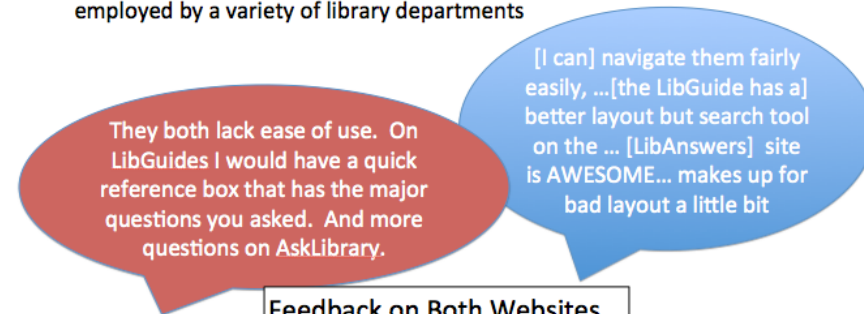In the near future, data from this project will be used to:
- Improve staffing options for the library
- Set the stage for assessment and training for the student workers employed by a variety of library departments

LibAnswers Feedback

- I like the search function
- It has soooo many commonly used questions
- The keyword search … could be improved
- Search bar was useful

LibGuide Feedback

- info seems scattered
- no search bar
- …make sure [hyper]links stand out!
- Better organized
- Anticipated [my] questions

Feedback on Both Websites

- They both lack ease of use. On LibGuides I would have a quick reference box that has the major questions you asked. And more questions on AskLibrary.
- [I can] navigate them fairly easily, …[the LibGuide has a] better layout but search tool on the … [LibAnswers] site is AWESOME… makes up for bad layout a little bit

Utah State University
UNIVERSITY LIBRARIES