

A decorative graphic featuring various colored circles (teal, lime green, orange, pink, yellow) and dashed lines of different colors (teal, yellow, green) arranged in a circular pattern around the central text.

# Make it a win-win: Managing student employee experience in library publishing efforts

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## Public land- & space-grant

28,000 students

900 faculty

A decorative graphic featuring a large, light blue dashed circle that frames the central text. Scattered around the perimeter of this circle are various smaller circles in solid colors (teal, lime green, yellow, orange, and pink) and some with dashed outlines. The text is centered within the circle.

# Institutional Repository

DigitalCommons

# Digital History Collections

CONTENTdm

# Digital Exhibits

Omeka



Digital Initiatives has five FT staff, one .75 coordinator, and one .5 temporary staff assistant

10-15 student employees/semester  
~2500 hours/semester

We could not do  
what we do  
without students!



# Types of Tasks

Data Entry/  
Metadata  
Creation &  
Digitization

Quality  
Control  
&  
Metadata  
Cleanup

DOIs,  
Checksums,  
Copyright

## Individual Items to Upload Workflow

When there is an individual item to upload on the 'Items to Upload' Trello board, follow these directions for the entry on Digital Commons.

1. Log in to Digital Commons.
2. Search for the title to make sure the work is not already there.

- a. The search engine on Digital Commons gets tripped up by punctuation. If your title has a colon, comma, question mark, or exclamation point, delete up to that point in the title and search again without those things. You should always search twice. Once with the full title, and a second time with a shortened version of the title.
- b. Also search the back end. Follow steps 3-5 below to get to the back end. Then check the items waiting in 'Not yet posted'.

- c. Change the state to 'Queued for update' and check one more time.

- i. If the item is there, make a comment on the Trello card tagging your supervisor; do not upload.
  - ii. If not, proceed to the next step below.
3. Determine which department the item will be uploaded to.

# Training

- ◎ Workflows
  - ◎ Step-by-step
  - ◎ Lots of examples
- ◎ One-on-one
  - ◎ Show & tell
  - ◎ Practice with supervisor there
- ◎ Encourage questions

# Feedback



Quality control & check for understanding -  
Students' perception of training



# Processes/Tools

- ◎ Printed student handbook
- ◎ Trello
- ◎ Whiteboard (assigned tasks)
- ◎ Priority list
- ◎ Checklists
- ◎ Reminders at workstations

# Whiteboard

CVs	Supus	Items to Upload	New ETDs
<b>MAIN</b> Brandee QC (Main Backup) Amanda QC Backup Casey	<b>MAIN</b> Jake	<b>MAIN</b> Casey QC (Main Backup) Amanda <b>MAIN</b> Jake QC (Main Backup) Brandee	<b>MAIN</b> Amanda QC (Main Backup) Casey QC Backup Jake

# Priority List

## Shift Priorities

- Requests (DRC or RSDD)
  - QC Corrections (for yourself)
  - QC (for someone else)
  - New items
- Trello boards assigned to you
  - QC Corrections (for yourself)
  - QC (for someone else)
  - New items
- Special Projects
  - QC Corrections (for yourself)
  - QC (for someone else)
  - New items

Always check back frequently to see if any projects are ready for you to do the next step.

Only work on Special Projects during your Treventus shift, or if you are finished with everything else.

# Trello

The screenshot shows a Trello board with the following structure:

- Left Sidebar:**
  - New ETDs
  - Helpful Links
    - ETD Forms
    - DigitalCommons Disciplines List
    - Master IR File Name List
    - Front Desk Tracking
- Board Columns:**
  - To Do:** + Add a card
  - Doing:** + Add a card
  - QC on Digital Commons:** + Add a card
  - QC Corrections on Digital Commons:** + Add a card
  - To Post/ Site needs to be updated:** + Add a card
  - Mint DOIs:**
    - ADVSetd2020May-Ineck-Nikole
    - MATHetd2020May-Pulley-Melissa
    - TEALetd2020May-Ivie-Tara
    - CHEMetd2020May-Hu-Bo
    - WILDetd2020May-Lazenby-Kade
  - DOI QC (Staff Only):** + Add a card
  - Done:**
    - ECetd2020May-Sakib-Nazmus
    - TEALetd2020May-Rose-Garret
    - TEALetd2020May-Louviere-John
    - CSetd2020May-Meshram-Manish
    - PSCetd2020May-Harris-Paul

# Student Evals

## Student Employee Evaluation

Date: \_\_\_\_\_

**Students:** To succeed in this job, you should learn the skills needed in your position and apply yourself to the tasks at hand. A supervisor will evaluate your performance each semester.

Employee's Name: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Responsibilities:	Exceeds Expectations	Meets Expectations	Below Expectations
<b>Reliability:</b> Arrives at the scheduled time, communicates schedule changes well in advance when possible, and keeps absences at a minimum.			
<b>Operations:</b> Follows policies and procedures for Digital Initiatives, SCA, and the Library (as applicable)			
<b>Quantity of Work:</b> Productive, completes tasks in timely manner, does not waste time			
<b>Quality of Work:</b> Work completed meets the expectations of the supervisor with minimal mistakes			
<b>Growth:</b> Uses feedback to improve overall work, identifies areas of uncertainty and seeks out answers			
<b>Initiative:</b> Completes tasks without being told each step, researches how to solve problems (as applicable), and proactively identifies new projects and tasks			
<b>Cooperation:</b> Communicates effectively and works well with others, supports the supervising staff, is respectful, avoids conflict, maintains a positive attitude with co-workers and supervisors			
<b>Investment:</b> Demonstrates pride in work and willingness to improve			
<b>Equipment/Materials:</b> Follows proper handling and care procedures for equipment and materials			

Note any examples that will clarify the ratings:

Overall comments and areas for focus:

Review Completed by: \_\_\_\_\_

Student Employee: \_\_\_\_\_

A large orange circle with two white gears inside is the central focus. Surrounding it are several other circles: a large blue one at the top left, a smaller teal one below it, a small pink one at the top, a yellow one with a dashed border at the top right, a large lime green one at the bottom left, and a small green one at the bottom. The title 'New Skills/Relevancy' is written in a blue, serif font and underlined to the right of the orange circle.

# New Skills/Relevancy

- ◎ Coding
  - ◎ Batch processes
  - ◎ Scraping websites
  - ◎ Assist w/faculty research projects
- ◎ Adobe forms
- ◎ AirTable
- ◎ LucidChart
- ◎ Editing videos

The background features a light blue dashed line forming a large circle. Various solid-colored circles in shades of green, yellow, orange, and teal are scattered around the page. A teal circle containing a white double quote is positioned above the title.

## 2018 Student Survey-

“I am very grateful I've been able to explore new projects and opportunities. My range of skills has significantly grown while being here. I still enjoy doing the every tasks but getting to work on special projects usually presents a chance to learn something new. Also, I work with a lot of great people. Not very many people can say that they consider many of their co-workers and supervisors/bosses friends. It's a great work environment.”



A decorative graphic on the left side of the slide featuring several overlapping circles and rings in various colors: pink, orange, teal, light blue, and lime green. Some shapes have dashed outlines.

# Student Labor

## Benefits

- ◎ Increased productivity
- ◎ Willing to try new things
- ◎ Creative

## Challenges

- ◎ Complex tasks can overwhelm
- ◎ Limited time/availability
- ◎ Other priorities



## Lessons Learned

- ◎ Need to balance expectations of stakeholders and partners w/student needs
- ◎ Meet students where they are
- ◎ Don't underestimate

# Future Work

- ◎ Data informed planning/decisions
- ◎ Self-directed work/learning
- ◎ Goal setting

# Thank you!



## Any questions?

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