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
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
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
Shift Priorities

1. Requests (DRC or RSDD)
   a. QC Corrections (for yourself)
   b. QC (for someone else)
   c. New items

2. Trello boards assigned to you
   a. QC Corrections (for yourself)
   b. QC (for someone else)
   c. New items

3. Special Projects
   a. QC Corrections (for yourself)
   b. QC (for someone else)
   c. 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 Telloworld shift, or if you are finished with everything else.
# Student Employee Evaluation

**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.

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

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Overall comments and areas for focus:

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Review Completed by: ___________________________  
Student Employee: ___________________________
New Skills/Relevancy

- Coding
  - Batch processes
  - Scraping websites
  - Assist w/faculty research projects
- Adobe forms
- AirTable
- LucidChart
- Editing videos
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.”
### Student Labor

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<th>Benefits</th>
<th>Challenges</th>
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<td>◎ Increased productivity</td>
<td>◎ Complex tasks can overwhelm</td>
</tr>
<tr>
<td>◎ Willing to try new things</td>
<td>◎ Limited time/availability</td>
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<tr>
<td>◎ Creative</td>
<td>◎ Other priorities</td>
</tr>
</tbody>
</table>
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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