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

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Utah State University



Public land- & space-grant

28,000 students

900 faculty

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 RN 12/16/19

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'.

Manage Submissions	Upload Submission	Dashboard	Configuration	Mailing Lists	My Account
Show these sub	omissions:				0
٤	State: Not yet posted	i 🜖 sha	w all submissions	S	٢
	Last Name	ᅌ is	K		
					Search
Change the Manage Submissions	upload Submission				
Show these su	bmissions:				
	State: Queued for	update 👌 s	how all submiss	ions	٥
	Last Name	0	is	0	
					Searc
i. If the	e item is there	e, make	a comme	nt on the	Trello card

- ii. If not, proceed to the next step below.
- 3. Determine which department the item will be uploaded to.

Training

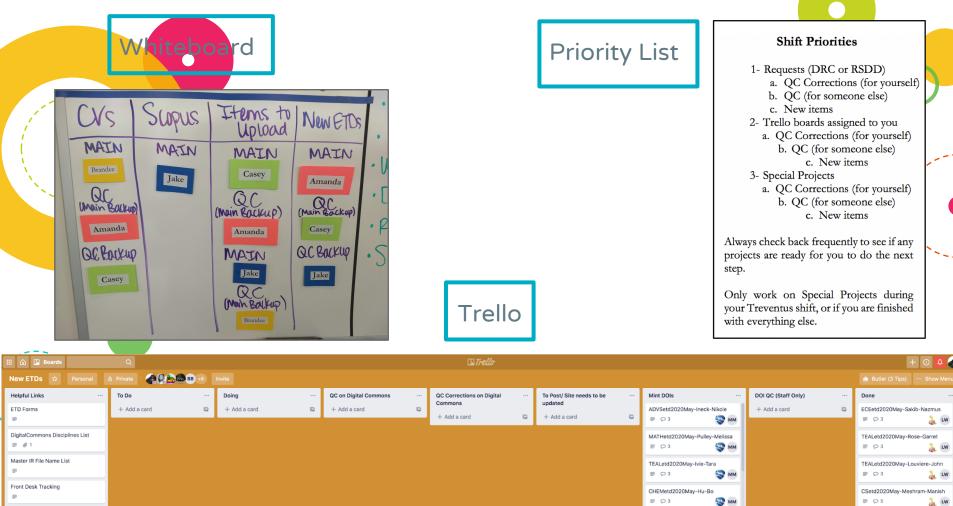
- O Workflows
 - Step-by-step
 - Lots of examples
- One-on-one
 - Show & tell
 - Practice with supervisor there
- O Encourage questions

Feedback

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

Processes/Tools

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



+ Add another card

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Student Employee Evaluation

Student

Evals

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.

Date:

Employee's Name: Super	VISOT:	· · ·	
Responsibilities:	Exceeds Expectations	Meets	Below Expectation
<u>Reliability</u> : Arrives at the scheduled time, communicates schedule changes well in advance when p and keeps absences at a minimum.	possible,		
Operations: Follows policies and procedures for Digital Initiatives, SCA, and the Library (as applical	ble)	1	
Quantity of Work: Productive, completes tasks in timely manner, does not waste time			
Quality of Work: Work completed meets the expectations of the supervisor with minimal mistake	s	1 I	
Growth: Uses feedback to improve overall work, identifies areas of uncertainty and seeks out answ	wers	1	
Initiative: Completes tasks without being told each step, researches how to solve problems (as ap and proactively identifies new projects and tasks	plicable),	1	
Cooperation: Communicates effectively and works well with others, supports the supervising staff respectful, avoids conflict, maintains a positive attitude with co-workers and supervisors	f, is		
Investment: Demonstrates pride in work and willingness to improve			
Equipment/Materials: Follows proper handling and care procedures for equipment and materials		1	
Overall comments and areas for focus:			
Review Completed by: Student Employ	/ee:	,	

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New Skills/Relevancy

October Coding

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



"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."

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Student Labor



Benefits

Challenges

- Increasedproductivity
- Willing to try new things
- O Creative

- 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







Any questions?

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