

Rethinking the role of student workers in the library: enhancing the user experience

Presented at the California Academic & Research Libraries 2018 Conference

April 13-15, 2018

Redwood City, California

Round Table Facilitators

Kye Ocasio-Pare, Senior Library Technician, Berkeley City College

Erica Ann Watson, Adjunct Librarian, Berkeley City College

Abstract

Many academic libraries rely on student workers to keep things up and running. This round table discussion will focus on utilizing student workers in areas of the academic library outside of their typical roles as assistants. Some of the questions pondered are what kind of best practices are being implemented at the libraries involved to encourage the library worker to be invested in their position? What kind of advocacy is done or is needed to encourage the worker to be engaged? Also, tips to make sure that the student worker is getting the most out of the position and that the library is getting the best out of the worker. What works and what does not work with training the library workers. Is the “typical” student worker changing? In addition to everyday circulation desk and shelving duties, exploring the student worker role as a liaison to the student body, a contributor to programming, collection development, displays, and outreach. The student worker in the library can be the most honest opinion on how the library operates, not only with the materials that are available, but services and outreach and using them as a soundboard can not only help with planning of library services and patron user experience.