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Fostering Great Experiences for UX-Tasked Student Workers

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Fostering Great Experiences for UX-Tasked Student Workers

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Designing for Digital
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1.

THREE DIFFERENT ENVIRONMENTS

Penn State

CSU San Marcos

(and also the University of Central Florida)

Michigan

2.

FOSTERING SUCCESS

Create the right environment

Building partnerships

★   Value their voices

★   Make use of their networks and experience as a student

★   Invite them to the table

How do we make the
experience meaningful?

Create meaningful work

★ Let them make important decisions

★ Offer flexible schedules so they can incorporate their work into their already busy schedules

★ Give them options in the type of work they do - don't give them grunt work

Create meaningful work

★ Provide real projects with with challenges to be solved

★ Consider longer projects so they develop a sense of ownership

★ Let them fail once in a while - it's how we learn best

★ Overcoming tough challenges can bring immense joy
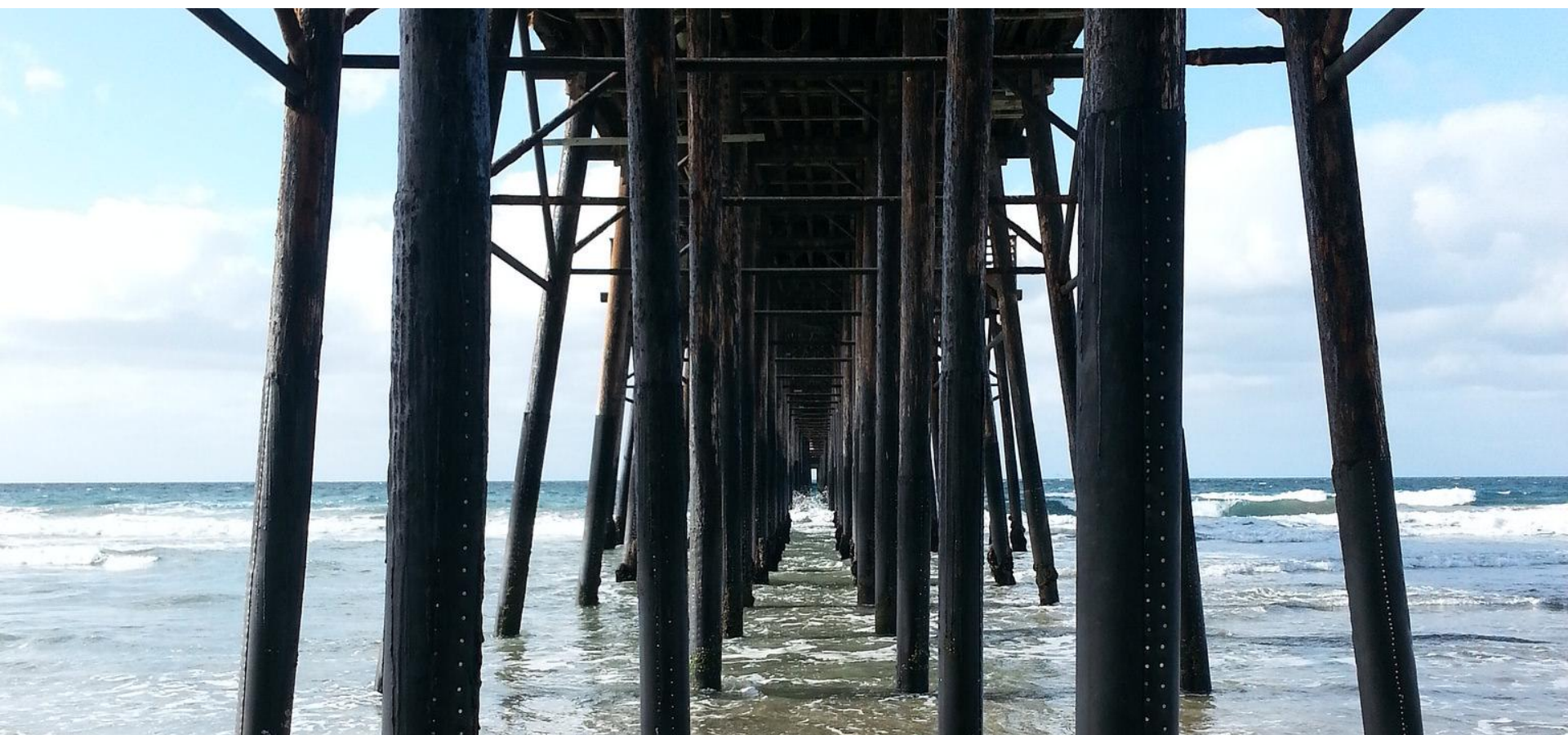
How do we support our student workers?

Top motivation

★ Earning money

★ Gaining work experience

★ Developing skills

★ Building a resume

Jacobson, H. A., & Shuyler, K. S. (2013). Student perceptions of academic and social effects of working in a university library. *Reference Services Review*, 41(3), 547-565.

Survey responses

★ Positive feelings

★ No correlation to their majors

★ Not beyond "a token line on a resume"

Charles, L. H., Lotts, M., & Todorinova, L. (2017). A survey of the value of library employment to the undergraduate experience. Journal of Library Administration, 57(1), 1-16.

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Training begins with supervisors' intentions.

Becker-Redd, K., Lee, K., & Skelton, C. (2018). Training Student Workers
for Cross-Departmental Success in an Academic Library: A New Model.
Journal of Library Administration, 58(2), 153-165.

Provide support (besides paycheck)

★ Clear expectations

★ Ongoing encouragement and engagement

★ Work experience

★ Applicable skills

★ Research opportunities

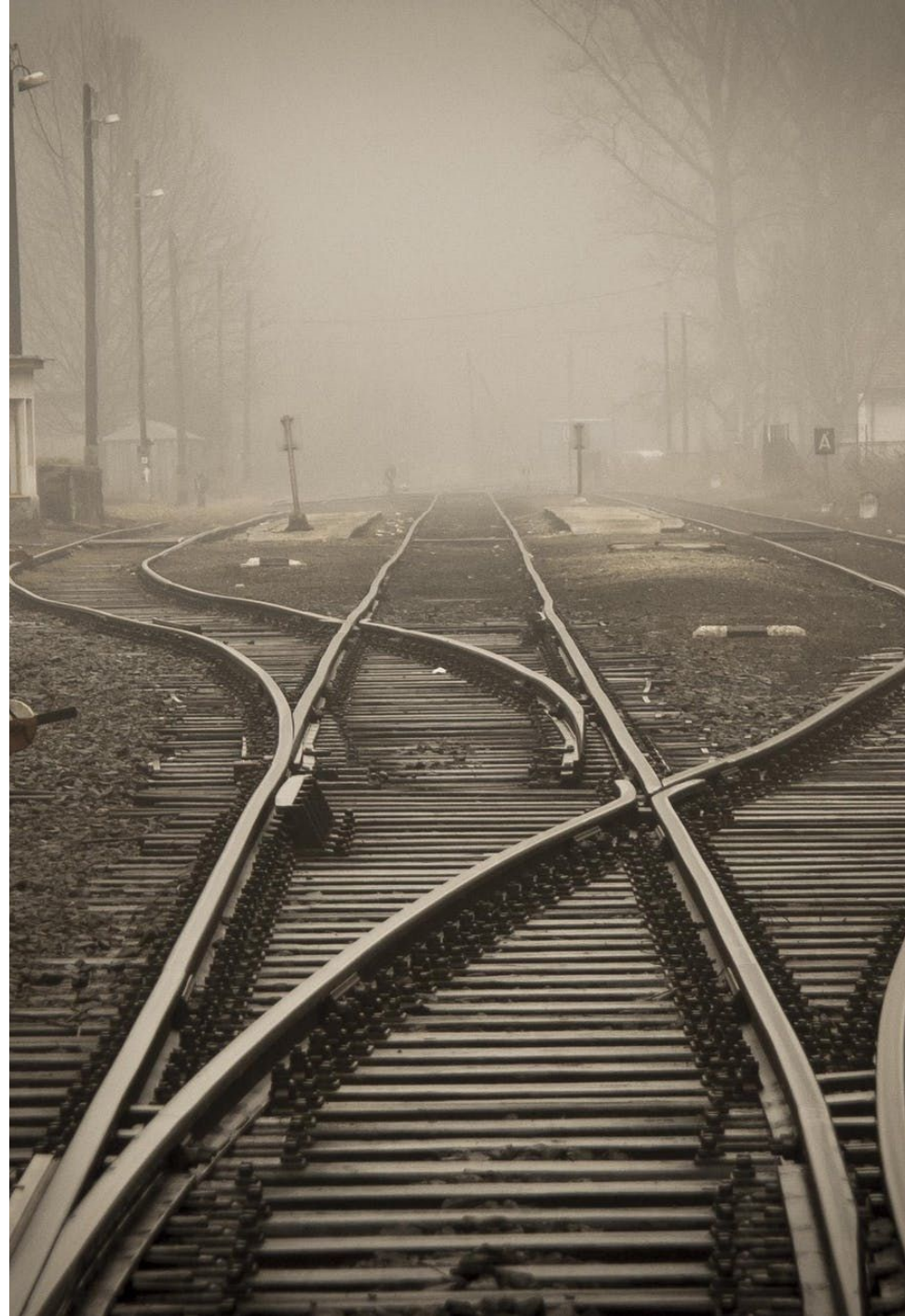★ Emotional support

★ Diversity ("representation matters")

3.

OVERCOMING CHALLENGES

Sometimes things don't go as planned.

★ Investment of your time

★ High turnover

★ Interest in work

★ Lacking soft skills

4.

BENEFITS FOR STUDENT WORKERS

They will graduate...

★ Workplace skills

★ To put on a resume

★ Gain confidence

★ Learn about a different career path
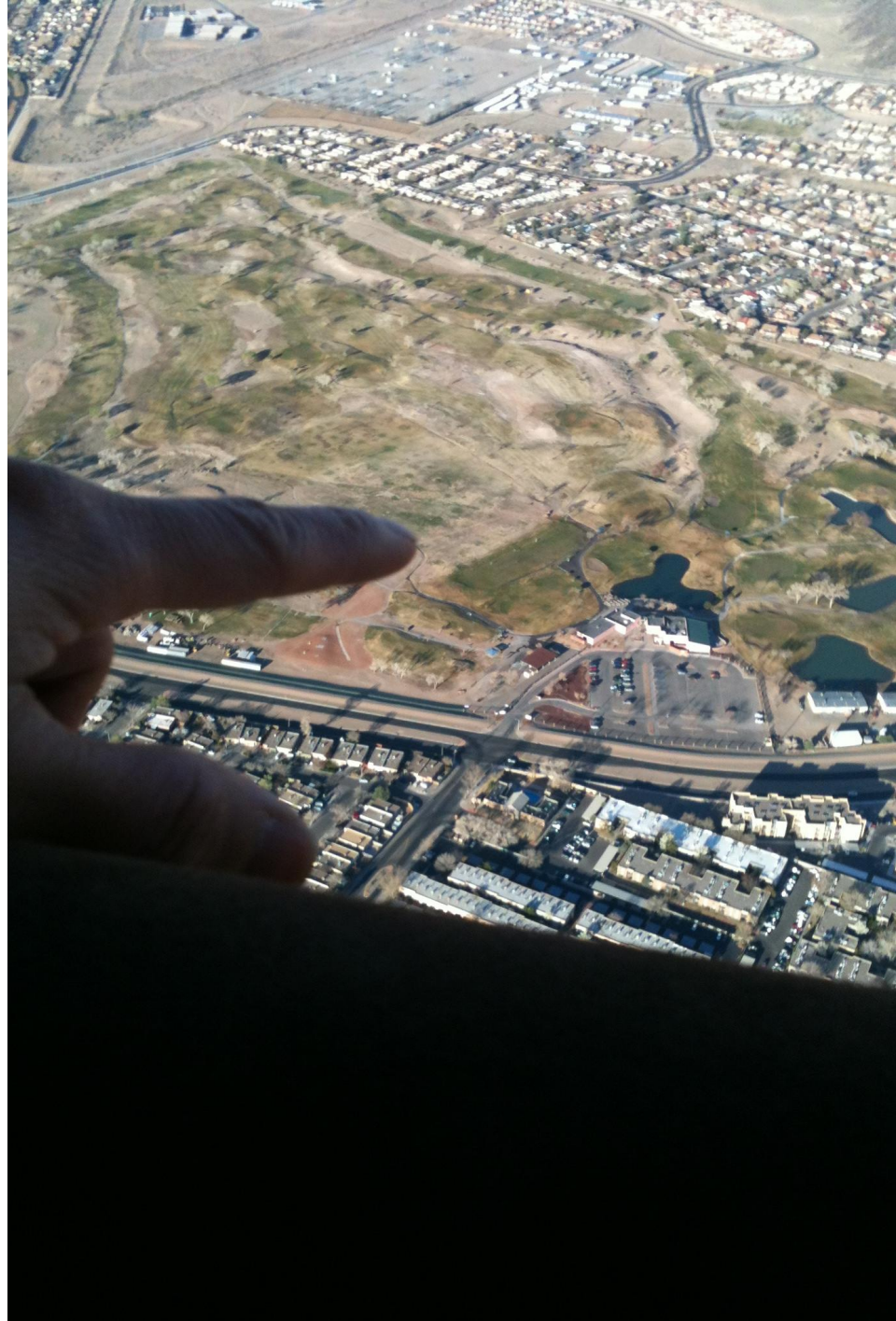
★ Ongoing mentorship

★ Connections in the field

5.

BENEFITS FOR LIBRARIES

Their voice and perspective

★ Both users and service providers

★ Tips for recruitment and retainment

★ Genuine responses from testers, peer-to-peer interaction

★ Reducing other students' "library anxiety"

★ Their energy and personality

Examples

★ **Photo elicitation**

★ **Cognitive mapping**

"

[B]y understanding their contribution to the success of their student workers, [libraries] may be better equipped to communicate their overall value to the university community.

Charles, L. H., Lotts, M., & Todorinova, L. (2017). A survey of the value of library employment to the undergraduate experience. *Journal of Library Administration*, 57(1), 1-16.

Thanks!
Any questions?

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