

***Muchos Mentores en Iowa:***  
**The Pedagogy of Student to Student Mentoring in Information Literacy**

**LOEX National Conference**  
**Fort Worth, TX, May 7, 2011**

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## Grinnell College Libraries

Spring 2011

**Training goals:** all students working at the Libraries' public service desks will A) be able to answer directional and basic information questions and B) know when and how to refer a student for more in-depth help.

**A) Basic website and catalog searching**

1. \_\_\_\_\_ My Account features: *checked out item, renewing items, ILL status.*
2. \_\_\_\_\_ Catalog searching: *"keyword" vs. "subject" on sleep AND dreams, e.g.*
3. \_\_\_\_\_ Request Materials: *when checked out, not available yet, etc.*
4. \_\_\_\_\_ Connecting from Off Campus, Off-campus access links

**B) Research pages [goal: point to the webpage and basic use.]**

5. \_\_\_\_\_ Doing Research: *a progression to guide your academic work*
6. \_\_\_\_\_ Subject Guides: *pick guide useful for your academic major*
7. \_\_\_\_\_ Database A-Z List: *briefly review and search a database.*
8. \_\_\_\_\_ ".PDF full-text" and "Search for full text:" *follow links in database search results.*
9. \_\_\_\_\_ ILL: *if GCL doesn't have the article, chapter, or book.*
10. \_\_\_\_\_ Journal Finder: *do we have access to Southern Review?*

**C) Referrals**

11. \_\_\_\_\_ Why important? *We want to help students learn, so if you can't help try to find someone else who may be able to.*

12. \_\_\_\_\_ When to refer? How to refer?

*You may refer a patron for additional help when...*

- You don't know the answer to their question;
- You're uncertain if you've fully answered their question;
- A student's question exceeds your level of training or comfort.

13. \_\_\_\_\_ Find a Librarian link: *librarians available via ref desk, on call, IM, texting, email, phone, by appt.*
14. \_\_\_\_\_ Library Lab form: *research consultation with librarian*
15. \_\_\_\_\_ Consulting Librarians page: *each librarian helps several academic departments.*
16. \_\_\_\_\_ Library hours and calendars: *find out when libraries open, services available.*

- *Please take a few minutes and try to answer the following questions during your upcoming library shifts; the questions are intended to update and sharpen your skills providing basic information service.*
- *Work from the library's homepage to answer the questions and then compare your answers with those given on the back of the colored sheet.*
- *Please feel free to ask a librarian, your supervisor or another student staff member if you would like to discuss any questions or answers further.*
- *Have fun!*

**Question #1:** Do we have access to *Economic Journal*, issue 498, volume 114 published in 2004?

**Question #2:** What databases do we have related to field of religious studies?

**Question #3:** I was looking for a book earlier and I was directed to the ILL page (ILL = Interlibrary Loan). I filled out the ILL form but it has been more than two weeks, and now I'd like an update on the status of my request. What do I do?

**Please see reverse side for answers and explanations**

**Remember:**

**you may use paths different than those outlined below to answer the practice questions.**

**Answer #1:** Yes. Go to “Journal Finder” on the library’s home page and type in the title of the journal. You’ll see that we have access to *Economic Journal* through three databases and that the journal is also available in print in Burling Library.

**Answer #2:** Go to the link for “Subject Guides” on the library’s homepage and select “Religious Studies” from the list of available guides. You’ll find a list of databases useful for the study of religion. Please note that the database ATLA Religion Index focuses on this discipline. And FYI: ATLA = American Theological Library Association.

**Answer #3:** You can check the status of ILL requests via your library account. Find the link for My Library Account on our homepage in the left-hand column, enter your Grinnell username and password. Look for the icon for ILL Requests; you can also see the items you have checked out. If you have other questions regarding interlibrary loan requests, please contact Leslie Gardner at [gardnerl] or x3005.

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**Job Advertisement: Reference Assistant**

For the 2010-2011 academic year, Grinnell College Libraries (GCL) will hire and train one student Reference Assistant to work ten hours each week: eight hours (afternoons and evenings) at Burling Library’s reference desk helping patrons with directional, basic and more in-depth information questions; two additional hours helping develop and promote GCL’s reference service. Reference Assistants will complete training on topics such as the use of reference sources, GCL catalog and web pages to support research, databases and indexes, web searching, and reference desk and library procedures. Candidates must be second-year Grinnell students by the time they begin work as a Reference Assistant; have successful customer service and academic research experience; and facility with Microsoft Office Suite and interest in online social networking tools. Work experience in a library is welcomed but not required. As a Category III student position, Reference Assistants will be paid \$8.85 an hour.

To apply, please refer to the following link for information on submitting job applications to Grinnell College Libraries. Please indicate clearly on this form that you are applying for a Reference Assistant position and return the completed application to Phil Jones [jonesphi]. If you have any questions or need more information, email or call Phil at x3355.

<http://www.lib.grinnell.edu/general/Employment/>

## Student Job Description

**Title:** Senior Student Assistant, Reference

**Department:** Grinnell College Libraries

**Reports to:** Reader Services Librarian

**Person completing this form:** Phil Jones

### **Job Summary :**

The Senior Student Reference Assistant works at Burling Library's reference desk helping patrons with directional, basic and more in-depth information questions. These senior student assistants learn and follow reference desk and library procedures while helping fellow students, faculty, staff and community members with the use of reference sources, Grinnell College Libraries catalog and web pages, databases and indexes, and web searching. Senior student assistants work two additional hours each week helping develop and promote the Libraries' reference service.

### **Essential Job Responsibilities:**

1. Learn and follow reference desk and library procedures.
2. Under limited supervision, help library patrons with directional, basic, and more in-depth information questions in person, on the phone, or online.
3. Help fellow students, faculty, staff and community members with research inquiries, including the use of reference sources, Grinnell College Libraries catalog and web pages, databases and indexes, and web searching.
4. Help develop and promote the Libraries' reference service.
5. Attend and participate in weekly RA meetings and training sessions.
6. Other duties as assigned.

Libraries students must agree to all policies in the Student Employment Handbook, with an emphasis on confidentiality and security:

- *Confidentiality* - It is imperative for ethical, moral and legal reasons that the student employee protect the privacy of all persons using library materials.
- *Security* - In no way should the student employee compromise or subvert the security or check-out systems for books and other library materials.

### **Leadership responsibilities:**

Provides reference assistance to students, faculty, staff and the general public.

**Supervision Received:**

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Direction: receive guidance with respect to general objectives; in the majority of tasks and projects assigned he will determine which method works best, work sequence, and how to schedule to achieve objectives of assignments; operate within policy guidelines.

**Qualifications:**

Candidates must be second-year Grinnell students by the time they begin work and have successful customer service and academic research experience. Facility with Microsoft Office Suite, interest in online social networking tools, and willingness to learn and use appropriate forms of technology to complete assigned work (screen casting and video production software, for instance). Work experience in a library is welcomed.

**Computer Operations:**

Strong personal computer skills, including electronic mail, database activity, word processing, spreadsheet, graphics, etc.

**Mental / Cognitive Requirements:**

Effective communication skills (written and verbal)

Adjusting to changes (work load, environment department structure, etc.)

Planning and organizing (work load, schedules, events, etc.)

Coordinating work with others

Handling multiple assignments and priorities

Completing work in an accurate manner

Concentrating- maintaining attention to details and tasks

Memory functions (remembering names, details, and procedures)

**Physical Requirements:**

Use hands to finger, handle or feel

Reach with hands and arms

Lift up to 25 pounds; move up to 100 pounds with assisted device

Close vision (clear vision at 20 inches or less)

Distance vision (clear vision at 20 feet or more)

- 1) What interests you in this position?
  
- 2) Describe your customer service experience: what was enjoyable and challenging?
  
- 3) Describe how you like to do research (we're not looking for a librarian answer here).
  
- 4) Describe research processes that students tend to use. Can librarians and reference assistants draw on any of these approaches as we help students at the reference desk?
  
- 5) After a training period, reference assistants will work some of the time alone at Burling's reference desk. Describe a situation in which you've worked alone and with little direct supervision.
  
- 6) Explain how you'd help a student who:
  - a. Didn't have a clear research topic.
  
  - b. Wants more information and research options after you have shown them all the resources and search techniques you know.
  
- 7) What are some good ways of making reference service more appealing, visible and useful for Grinnell's students? For instance, do you think Facebook or texting would be good ways for students to access reference services?
  
- 8) You'll complete two weeks of training before working at Burling's reference desk. What would you most like to learn to help you succeed as a reference assistant?

### **Peer Mentoring in Your Library**

- How do you teach information literacy? How could student mentors fit into your instruction program?
- Do you have a campus culture that is supportive of peer mentoring? What other programs on your campus employ students to teach other students?
- If so, what initial steps would you need to take to implement it?



**Reference Assistant Training Schedule  
Fall 2010**

Session #	Date	Time	Topic	Location	Librarian/RA
1	Mon 11/29	11 am-12 pm	Reference Service, Burling Library tour	Burling Reference Desk	Phil Jones
2	Tues 11/30	4:15-5:15 pm	GCL Website and Catalog	Burling Reference Area	Julia Bauder
3	Wed 12/1	4:15-5:15 pm	Reference Service, Part 2	Burling Reference Area	Phil Jones
4	Thurs 12/2	3:00-4:00 pm	Databases	Kistle Science Library	Kevin Engel
5	Fridays (fall semester)	3:00-4:00 pm	RA Meetings	IIF	RAs, librarians
6	Mon 12/6	3:00-4:30 pm	Shadow an RA	Burling Reference Desk	José Gonzalez
7	Tues 12/7	7-10 pm	Shadowing a librarian, Reference Desk Procedures	Burling Reference Desk	Cecilia Knight
8	Wed 12/8	2:30-3:30 pm	Beyond Grinnell	Burling Reference Area	Rebecca Stuhr

Training Session Details:

1) Introduction and Library Tour

--RA/Basic Information Service program overview: students helping, mentoring students at public service desks in Grinnell College Libraries

--PIA training checklist, LC handout

--Distribute readings; library tour: goal = big picture understanding

(Over)

**Fall 2010** (continued)

2) Reference Service

- Discuss reading on reference service, interviewing
- Reference as a place to start, a microcosm of the library.
- Reference collection/web resources: print collection, reference limiter in catalog, Reference Universe, Background Sources, Subject Guides, Google/web, Doing Research
- Reference area, reference review cart, roaming versus sitting

3) Grinnell College Libraries Catalog and Website

- basic and advanced searching, using subject search tab
- fields, operators, limits, sorting: what's within reason?
- Google Preview, netLibrary, examples of sources in GCL catalog
- GCL web pages to support research: Reserves, "Doing Research," drop-down menus on GCL homepage, etc.

4) Databases: multidisciplinary versus disciplinary, Research Pro, searching, accessing sources, RefWorks, whatever else you deem important.

5) Shadow an RA:

- Share with our newest RA how you provide reference service
- Any advice, encouragement you'd like to provide.

6) Shadow a Librarian, reference desk procedures

- Share with RA how you provide reference service
- Procedures: phone calls, query email, IM reference service, Science-Direct/PioneerWeb, ITS Help Desk/Portal, RA statistics spreadsheet.

7) Beyond Grinnell: WorldCat (.org and FirstSearch), Center for Research Libraries, Google (basic, advanced search, Scholar, Book Search, e.g.), anything else you want to cover.