Students on the Front Lines

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What to expect . . .

- Background
  - Why?
  - Benefits for Us
  - Benefits for Them
  - How we chose the Lead Students

- Training

- What they said...

- What More Can We Do?

- Reflective Activity
Why We Have Lead Students?
## Statistics about Reference ??

### Circulation Desk Questions Academic Year 2016-2017

<table>
<thead>
<tr>
<th>Total Questions</th>
<th>Referred to the Ref Desk</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>515</td>
<td>17</td>
<td>3%</td>
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### Reference Desk Questions Academic Year 2016-2017

<table>
<thead>
<tr>
<th>Total Questions</th>
<th>Reference Interview</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>857</td>
<td>100</td>
<td>12%</td>
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**NOTES:**

- Numbers are for 10 am- 2pm during the academic year
- Counted questions include book searches, directional questions, and IT/Computer questions
Statistics about Reference ??

Circulation Desk Questions Academic Year 2017-2018

<table>
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<tr>
<th>Total Questions</th>
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<tbody>
<tr>
<td>521</td>
<td>36</td>
<td>7%</td>
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Reference Desk Questions Academic Year 2017-2018

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<tr>
<th>Total Questions</th>
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<tr>
<td>959</td>
<td>90</td>
<td>9%</td>
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NOTES:
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Benefits for US

Hodge Podge
- Technologically Savvy
- Staff Obligations
- Class Knowledge
- The Challenge

Ownership of the Library
- Valuable feedback on library spaces
- Increase of students in the library

Built in Marketing Tools
- Book Clubs
- Student Events
- Outreach Activities
Benefits for Them

- Professional Skills
- Professional Poise
- Time Management
- Punctuality
- Honesty

Better

- Research Skills
- Contacts
- Customer Service
- Campus Involvement
How we chose our Lead Students
What they said?

- What Skills do you believe you gained from being a lead student?

- What skills/training should we have trained you better for?

- How do you think this experience could help you out in the your future career?
What More Can We Do?

- UX Research projects
- Resume Building
- Peer/Buddy Training
- Seek out more conversations with the student leaders
- Partnership with IT/Information Commons area
- Exit Survey (of their interactions)
  - Found consultation helpful
  - More confident going forward
Reflective Activity

- Why do you employ students?
- What do your student employees learn throughout their employment?
- What are the current campus needs that your library could meet?
  - How could your student employees help meet this need?
- What do you want prospective student employees to learn about your library and the position?
  - What training will you need to do for them?
  - How could you assess your training plan?
- How do measure success of your student employees?


