



Bringing excellence and innovation to and through student employment

Karen Kealy,
Associate Director, Information Services and Library Spaces
Sumi Oetomo, Coordinator Student IT
The University of Melbourne Library



THE UNIVERSITY OF
MELBOURNE

Bringing excellence and innovation
to and through student employment

WELCOME TO CAMPUS



- ❖ Established in 1853
- ❖ 10 faculties
- ❖ 47,000+ students
- ❖ 6,500 staff
- ❖ 10 undergraduate degrees
- ❖ 270 graduate courses
- ❖ 12,000+ international students from 130 countries
- ❖ \$850 million research expenditure



Library Group

- ❖ 11 Libraries, 6 at the main Parkville campus
- ❖ Discipline based libraries
- ❖ 168 FTE continuing staff
- ❖ 20 FTE in casual staff (includes Student employees)
- ❖ \$18 million materials budget
- ❖ 3.5 million+ print collections





- ❖ The University Library is the largest employer of University of Melbourne students.

- ❖ 2 student employment programs:
 - ❖ Student Library Assistants (SLA)
 - ❖ Student IT intern (SIT) program

- ❖ This presentation will highlight the library service model, training program, evaluation and sustainability of the program, employability skills, challenges and benefits.





- ❖ Students@Work Program
- ❖ Must be current enrolled student
- ❖ Provides on campus employment opportunities
- ❖ Employability skills
- ❖ Enhance knowledge of the campus and student experience



Source: Andrea Hurt

- ❖ Student Library Assistants (SLAs) program has been in operation since 2010, based in success of SIT program
- ❖ It is driven by the new student service delivery model to support and enrich student's academic experiences.
- ❖ Primary role: re-shelve print collections, process return of print material, answer basic customer enquiries. At the beginning of semester, act as rovers responding to queries .



Source: Andrea Hurt

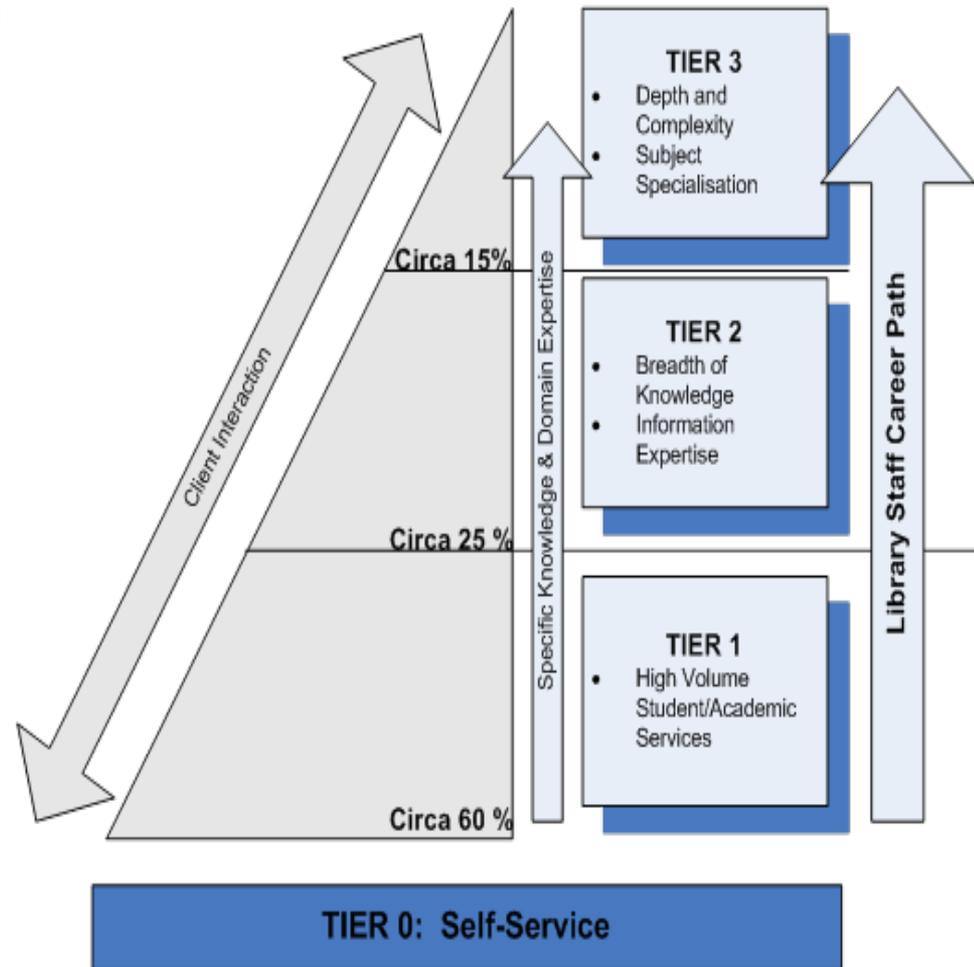


- ❖ Student IT (SIT) intern program started in 2001.
- ❖ Originally, it was only based in the Information Commons in the Baillieu Library, expanded in 2008.
- ❖ Sharing the service desk with library staff at 3 of the busier service points.
- ❖ Provide face to face IT services for students, answering online queries through chat services, email and the University's service management platform.



Source: Andrea Hurt

- ❖ Developed in 2007 to align with the introduction of the University's new student service delivery model and the University's new curriculum, known as the "Melbourne Model"
- ❖ The library's service delivery model is a triage based tiered model.
- ❖ It is student-centric, placing the student at the centre of the interaction between staff member and the student





- ❖ Student employees critical component of Library Service delivery model
- ❖ SLA's now re-shelve and process return of print material.
- ❖ Continuing Library staff freed up to provide information services to clients
- ❖ Minimal lending and transactional work done at service desks
- ❖ Library staff do tier 1 and 2 types of service
- ❖ SLA's may do some tier 1 services when shelving or in working in the returns room
- ❖ SIT's provide Tier 1 and 2 IT support to students, important part of service model
- ❖ University IT only provides IT support to post graduates
- ❖ Student employees enable a sustainable service and staffing model for library services



- ❖ Training program for SLA's 2 full days face to face
- ❖ Online compliance training to be completed before they commence
- ❖ Buddy/mentor with an experienced SLA for few weeks
- ❖ Review and check in with new starters to see if they require more training
- ❖ SIT's on the job training with experienced SIT to mentor for up to 9 weeks
- ❖ Student IT supervisor to observe new SIT to provide feedback or to identify where additional training maybe required

Comments from students about the training

“The training for this role is excellent. I feel adequately prepared for all tasks assigned to me, and am particularly impressed that the training has been ongoing and that our skills are continually reinforced. Student IT is an excellent team to be a part of. “

“Really positive environment and training is frequent and varied.”

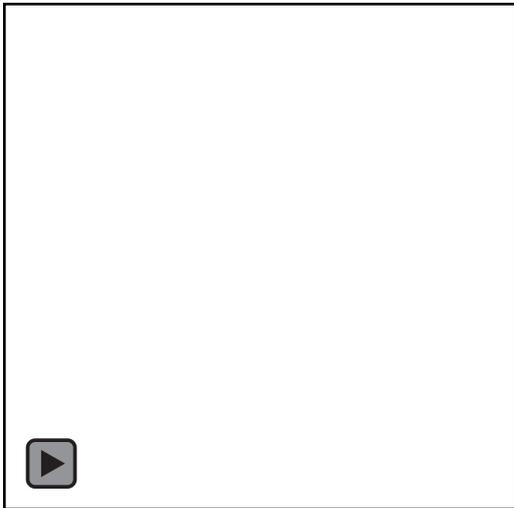
“Happy with the current training we have been receiving so far. “

“Training is adequate and well thought out...”



WILSON GRIFF

Contribution to the Library





- To gain feedback on how we can improve survey SLA's and SIT's each year
- Run Focus groups
- Most students work between 6-15 hours per week
- Majority felt the training was adequate
- Majority of respondents felt that working for the Library had enhanced their student experience
- Majority enjoyed working for the Library and had learnt a lot about Library services



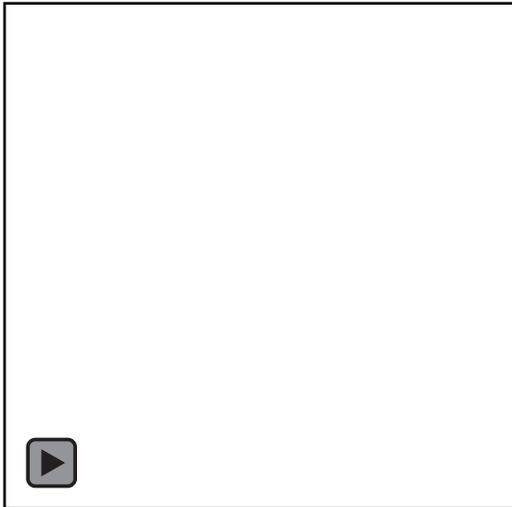


WILSON

- “Learnt more about the facilities and service that are being provided and met more people.”
- “Provides a sense of attachment and belonging with the university.”
- “It has made me more aware of the university facilities and has helped developed both my technical and interpersonal skills which brings positive impacts to my study.”
- “Yes – as a staff member as well as a student I feel that I have had a full university experience! This is also an excellent job to have whilst at university as it is flexible enough to allow me to balance working with my studies very well – this has enhanced my university experience as it is less stressful to work and study!”
- “It helps me to be more detail-oriented and to improve my customer service skills.”



Skill development





Library Staff

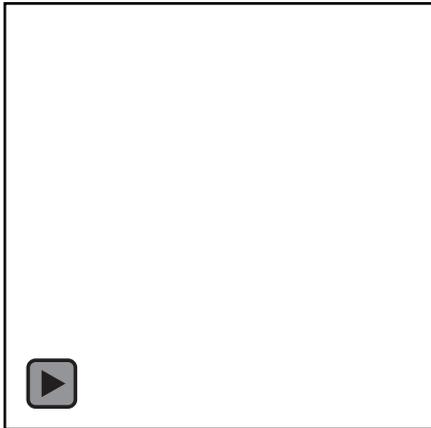
- Managing large numbers of student employees
- Shift swaps
- Lack of availability during Library busy times , eg. Exam time
- Evaluation and performance measures
- Turnover
- Library staff time spent training, managing and supervising student employees





WILSON GROUP

Positive impact



- Gain insight to student life
- Critical to sustainable service delivery model for delivery of services
- Suggestions for improvements to services or library spaces
- Students gain employability skills
- Peer to peer learning



“To see a World in a Grain of Sand
And a Heaven in a Wild Flower
Hold Infinity in the palm of your hand
And Eternity in an hour”

- ❖ Improved and sustainable staffing model by employing students
- ❖ An enhanced student experience for the students
- ❖ Continuous improvement of the Library’s student employment program



Thank you

Karen Kealy,
Associate Director, Information Services and Library Spaces
The University of Melbourne Library