APPENDIX B

Summary of Recommendations from Student Supervisor Service Quality Interviews

These were collected from student supervisor interviews and e-mails to committee members from librarians and paraprofessional staff in response to the question “What suggestions can you make to improve the general quality of work of the student employees?”

- “I think it would be nice if the Library recognized our student workers for outstanding work. I also think we should try to make them feel included in the bigger Library picture so they get the message that they are valuable and appreciated.”

- “Library-wide information for students, written info, applicable to all. For example, standardized, clearly written Aleph documentation and updates; an HR developed customer service module for students.”

- “The creation of a paraprofessionals group.”

- “Many people don’t know the student workers. One suggestion is to put up a wall with their names and pictures so the staff could learn them (I never remember a name until I see it in print). Other departments have a picture wall.”

- “I think it would be beneficial to have some sort of get together for students and staff at the beginning of the semester where staff and students are formally introduced to one another. Since I am never formally introduced to the students, often I get through the entire semester without even knowing their names, and I’m quite sure that they do not know my name or position either.”

- “I would like to suggest that students and staff wear name tags so that we can more readily identify one another.”

- “Establish a few firm rules and stick to them. For example, no cell phone use, etc. Enforce the rules.”

- “Hire students with positive public service traits. Train them. Drill them. Ensure that they get sufficient experience. Respect them as people; show them understanding; help them with their problems; work with them to solve scheduling problems, etc.”

- “I just thought about something else that I did to reward good work of student assistants. For those that did a great job, I always gave them any raise I could in addition to any automatic raise. This might mean, for example, increasing the rank based on job duties.”

- “I think student assistants should receive more training from the libraries. Not only will the training enable students to perform their jobs competently, but it will also help facilitate the integration of students to the library staff.”

- “More money, merit based raises, hiring more OPS staff that can work more hours, giving students more responsibility if they can take it, fewer other responsibilities for primary supervisor.”

- “Incentive programs, introductions to more staff members.”
“Better training, help them see how important they are to the library as a whole, student appreciation/graduation/recognition parties.”

“Offer more money and hire students that really need the money or that have had previous experience. Disallow computer IM and computer games.”

“What is wrong with student employees? If it is not broken, why fix it?”