
- ALA guidelines for behavioral standards outline how service providers should perform on the reference desk.


- Defines the importance of customer service in libraries. The University of Kentucky’s "Keys to Quality Library Service" offers a model for teaching public service seminars to student employees. Marriott Library’s service guidelines provide concise, understandable instructions that may serve as a model as well. University of Washington has case study examples for role-playing difficult situations.


- Cohesive training across divisions and within departments can increase motivation. It is especially important to have a structured process, based on clearly defined expectations. Motivation is linked to established patterns of promotion and evaluation.


- These positions are students’ first jobs; they need extra guidance. Supervisors must approach each student to confirm their progress.


- Tested different motivations for students working in stack maintenance. Found that pecuniary rewards worked best in practice, whereas students identified early release time as the most desirable reward.


- Details the use of competency-based training for student employees. This method is effective because expectations are clear to both the supervisor and student. An evaluation method using "secret shoppers" is also described.

- Deals with important issues in student employment.


- A branch of the California State University uses role-playing techniques to train information assistants. Initial development of this program was grant-funded.


- Describes hiring/training process at University of California at Berkeley. Workshops for supervisors were given to support development of managerial techniques.


- Evaluates rewarding employees to create incentives. Scholarships, supervisory responsibilities, appreciation parties, and certificates for good service are mentioned.


- Proposes using OPS workers instead of students in a small library atmosphere.


- Florida International University provides a model for a cohesive public service seminar for all student assistants, as well as a student award program for outstanding service.


- The use of shelving software like the one developed here may make stacks/circ training more cohesive and accurate.


- The University of Kentucky presents the idea of public service seminars for new employees. These seminars make students aware of the library mission, let students know about their important role in the library organization, and utilize role-playing and games to demonstrate difficult situations.


- Setting performance measures gives students a point of reference for achievement and evaluation. This article outlines the creation of performance measures that may be useful for creating behavioral guidelines.

- Quality service is essential to the success of libraries. Since student employees have become an increasingly important portion of library workers, it is necessary to develop training models that emphasize quality service. Supervisors must be given time and support to develop these programs.


- The University of Northern Iowa uses a series of worksheets and scavenger hunts to keep reference assistants up to date and informed.


- Describes a committee charged with improving student employee service quality. Emphasizes that the reasons students choose to work do not match libraries’ needs; however, efficient training can create a beneficial environment for both parties.


- Defines rubrics and offers websites that assist in the development of evaluation rubrics. The article is geared toward school media specialists, though the ideas can also apply to training student employees in academic libraries.


- Web-based training modules can provide cohesive training across library departments while giving supervisors more time.


- Bloomsburg University uses a web-based program, similar to LCEasy, to teach stack maintenance skills. This provides consistent training to an entire department across a multi-library system.


- The RUSA guidelines for service provision at the reference desk.


- Central Missouri State University outlines their success with a student orientation program. They also mention student recognition awards that are given for outstanding service.
- Baylor University developed role-playing training for reference assistants. The program has had many encouraging outcomes including the reinforcement of positive interactions, open discussions, and improved preparedness for service.

- Pacific University incorporated students in planning and training processes. A student forum for input led to higher motivation and performance.

- The University of Arizona utilized student employees for feedback and incorporated students into the organization by creating positions on library committees. They also used merit-based raises to motivate students.

- Surveys of student employees at Winthrop University led to the conclusion that students need continuous, positive reinforcement, would be motivated by merit-based raises, would benefit from standardized policies across departments, and should receive evaluations.

- Provides a history of student employment and training in academic libraries, and describes different approaches to student involvement in library systems.

- Details statistics on average number of students equivalent to FTE. Warns that student tasks should be appropriate to job level, especially in light of impending changes in libraries and librarianship.