RECOMMENDATIONS SUMMARY

- Make "Performance Guidelines for Public Service Student Employees" and "Service Guidelines for Student Assistants" readily available to students and supervisors online.

- **Raise service expectations** of student performance to that of the regular staff. Provide adequate training so that students can function fully within their service area, yet know when to consult or refer with colleagues to meet patrons' needs.

- Give student **supervisors more support during peak periods** of library usage so they are more available to hire and train new employees.

- Create a **committee** of supervisors, students, and librarians to develop an interactive public service seminar held once a semester for all new employees that emphasizes the significance of public service and the students' important role in the library organization.

- Begin a program that **acknowledges outstanding student assistants and rewards them** for exceptional service. Ideas include, but are not restricted to: (1) offering a meritorious student the opportunity to ‘star’ in their own UF “Read” poster, (2) scholarships, (3) recognition awards to honor all students nominated for meritorious service, (4) student appreciation parties.

- Form a **task force to develop web-based training** for student assistants and to create a specific student training section of the staff web to house online tutorials and other hiring materials.

- **Develop rubrics** to be used in both the training and evaluation of student assistants to indicate areas that need improvement as well as highlight strengths.

- Design a **system to appraise student performance**. Supervisors would evaluate assistants each semester to offer feedback and additional training as needed. A rebuttal section would be included to enable students to respond to supervisors’ comments.

- Establish a “secret shopper” program. Secret patrons would be sent to service points throughout all the libraries to see if five-star service had been obtained and then report findings back to appropriate supervisors for review. Offer constructive suggestions and reward exemplary departments.

- Have an **annual student forum** where students can provide feedback.

- **Hire students with positive public service traits.** Write **job ads clearly**, specifying expectations and required characteristics.

- Make **staff more visible and recognizable**; for example, use bright tags designating employees as STAFF.

- **Keep comments from all comment boxes** in a central database to aid future committees with research.