Staff Training at a Combined Services Desk

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Staff Training at a Combined Services Desk

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What we’ll cover today

- What the training program is
- Why we decided to do this
- Process
- Examples
- Course Management, Moodle
- Current use, tracking
- Improvements
- Moving forward
Online training for all public services staff

- Circulation Students
- Student librarians
- Librarians
Supplement to other training

- Initial training sessions
- Shadowing
- Email Updates
- Blog
- Workshops
- Conversation
Training on services and databases

- **Services**
  - Copier/scanners
  - Interlibrary loan
  - Ask a librarian

- **Databases**
  - Local catalog
  - WorldCat
  - Specialized Databases
Why we decided to do this?

- Combined Services Desk
- Staff confused about expectations
- Documentation of Competencies
- Training needed for new staff
  - Circulation students
  - Library practicum students
  - New librarians
The combined public services desk

On call-reference 7:30 - 10 am
Reference Desk 10 am - 6:00 pm

Building open 107.5 hours / week
Students staff ‘alone’ 66 hours / week
Behind the desk
Student staff get a variety of questions

Information
Research help
Using the library
Check out
Everyone wants to do a good job

flickr.com/photos/christajoy42/2745086496/#/
Photos o’ Randomness photostream
The Bat-Man by Tyrannus
Questions

- Do you feel your students are competent at answering or referring reference questions?

- Does your student staff receive any reference training?

- How many of you offer a reference training program for librarians?

- Does your library have a combined Services/Circulation/Reference desk?
Process: The program design and content was created by reference staff.

- Involvement by everyone
- Learn while doing
- Sharing ideas
Services and databases

- **Student Circ Staff must know...**
  - Basic Services
  - Intermediate Services
  - Basic Databases

- **Student librarians must know...**
  - Intermediate Services
  - Intermediate databases

- **Permanent Librarians must know...**
  - Advanced Services
  - Advanced Databases
  - EVERYTHING!
1st we created the competencies
Every piece has 3 parts

1. Detailed competency description
2. Training
   - activity or written content ...
3. Assessment
   - quiz, email, conversation....
2nd we created the training and assessment

- 2 co-chairs
- 7 team members, partnerships for writing, editing
- Deadlines
- Review of progress at “Show and Tell”
- Final products online
- Testing by new student librarian staff and Circulation student staff
How do we access the pieces?

Welcome to the Wendt Reference Training pages

Directions:
1. You will be completing this reference training according to your supervisor's directions. Here you will find all the areas of reference training under topic. All topics listed alphabetically.
2. First take the training(s) you've been assigned and then complete the appropriate assessments.

Important: Please view all power point slides in Slideshow Mode and use Firefox as your browser.

Services Module 1
Sample services module

4 Services Module 4

- Copiers, Scanners and Microforms Competency
  - Copiers, Scanners, Microforms Training
    - Copier, Scanner, Microform Assessment
  - Misc. Equipment Competency
    - Misc. Equipment and Office Supplies Training
      - Misc. Equipment and Office Supplies Basic Assessment Activity 1
      - Misc. Equipment and Office Supplies Basic Assessment Activity 2
      - Misc. Equipment and Office Supplies Intermediate Assessment Activity 1
      - Misc. Equipment and Office Supplies Intermediate Assessment Activity 2

- Computers and Printers Competency
  - Computers and Printers Training
    - Computers and Printers Assessment

- Emergency and Security Competency
  - Emergency and Security Training
    - Emergency and Security Basic Assessment
    - Emergency and Security Intermediate Assessment

- Services Module 4 Forum
Sample database module

Database Module 1

- Applied Science Full Text Competency
  - Applied Science Full Text Training
    - Applied Science Full Text Basic Assessment
    - Applied Science Full Text Intermediate Assessment
    - Applied Science Full Text Advanced Assessment

- Google Scholar Competency
  - Google Scholar Training
    - Google Scholar Intermediate Assessment Activity 1
    - Google Scholar Intermediate Assessment Activity 2
    - Google Scholar Advanced Assessment
    - Google Scholar Basic Assessment

- ProQuest Research Library Competency
  - ProQuest Research Library Training
    - ProQuest Research Library Basic Assessment
    - ProQuest Research Library Intermediate Assessment
    - ProQuest Research Library Advanced Assessment
    - ProQuest Research Library Advanced Assessment Activity 1

- RefWorks Competency
  - RefWorks Training
    - RefWorks Basic Assessment
    - RefWorks Intermediate Assessment
    - RefWorks Advanced Assessment

- Database Module 1 Forum
Welcome to the Moodle community!
Moodle is a Course Management System (CMS), also known as a Learning Management System (LMS) or a Virtual Learning Environment (VLE). It is a Free web application that educators can use to create effective online learning sites.

Moodle.org is our community site where Moodle is made and discussed. Please use the menus to explore and join in!
Service example
Ask a Librarian competency

**Basic**

- **What is it: definition of service**
  - Fully trained general, not engineering, librarians
- **Know the location of link on www.library.wisc.edu**
  - From LWS homepage
  - From the top of many databases including MadCat
- **Know that librarians are available for phone and chat services when Wendt Librarians are not here.**
- **Know how to find the hours of phone and chat services**
- **Know to offer to initiate a call or chat to the Ask a Librarian**
- **Know of the existence of the Tips and Videos links**

**Intermediate**

- **Know where to find the Subject Specialist list**
  - Know that Wendt Librarians are the engineering specialists
  - Know how to make a referral to a Subject specialist (this is will be covered elsewhere)
Ask a Librarian
Basic Training
They know stuff!
What is Ask a Librarian?

- One stop shopping for a variety of ways to connect with a librarian on campus.
- Librarians who answer questions for Ask a Librarian are generalists...meaning they are NOT engineering specialists.
- If a patron needs more assistance then you can provide, and Wendt Librarians are unavailable, offer to help the patron initiate a chat or phone call using the Ask a Librarian link.
Where can I find Ask a Librarian?

- The Ask a Librarian link can be found near the top of the campus libraries homepage, library.wisc.edu.
Where can I find Ask a Librarian?

- The Ask a Librarian link is also available within MadCat and many databases.

- Please watch this short video to learn more about the different Ask a Librarian options.
Congratulations!!

- You have successfully completed the Basic Training for Ask a Librarian.
- Please complete the assessment piece for Ask a Librarian Basic Training in Moodle.
- Intermediate users...please continue after completing the basic quiz.
1. When should you use the Ask a Librarian service?
   a. When you don’t know the answer
   b. When Wendt Library staff is not available
   c. When the question is not engineering related
   d. All of the above
   e. Just b and c

2. I can find the Ask a Librarian link on almost any library related page?
   a. True
   b. False
Ask a Librarian assessment 2

Initiate a chat with a librarian – print out the transaction and submit it to Anne. Feel free to use one of your own research topics for a class as chat material...you can also tell the librarian that you are doing a training exercise and ask a simple question about library services.
Equipment scavenger hunt

1. Find your assigned microforms:
   (Film) EPRI AP-5966
   (Fiche) SERI/TR 762-966

2. Using the 2nd floor machine, print off a page of the microfiche. (turn into Anne/Amy)

3. Scan a page of the microfiche and email it to askwent@library.wisc.edu

4. Load microfilm into machine, scroll to the 5th page and make a scan. Email it to askwendt@library.wisc.edu.

5. Remove microfilm from machine.

6. How many microform readers are on the 3rd floor? _____________________

7. Which floors have copiers/scanners? _________________________________

8. Using a copier on 2nd floor, make a double-sided copy of the front/back pages of the Wall Street Journal. (turn into Anne/Amy)
Database example
ASM Handbooks Online

**Basic**
- Know how to find Databases by name from Database Library

**Intermediate/Advanced**
- Know that database contains e-books with information about metals and engineered materials.
- Know that many volumes are hidden under the “ASK Desk Editions”. These are being searched also in the “all volumes” search.
- These are reference type books but are mostly not in paper in the reference collection.
- Know that the database can be searched for stress strain and other properties of metals.
- Know how to do an Advanced Search
- How to limits search to “Figure Captions” and “Tables”
- AND finds words in the same paragraph, example: stress AND strain AND curve AND steel
- Know how to maneuver within each article/section
- Know how to refine search.
- Know that each chapter displays citation information but it needs to be copy and pasted into Ref Works.
What is it?

- ASM Handbooks online is a database comprised of e-books - not all books online appear in our Reference Collection.
- These books are about metals and engineered materials.
- ASM Handbooks Online features the complete content of twenty-four ASM Handbook volumes plus additional volumes in the ASM Desk Editions.

Expand Desk Editions for Additional Books
When do I use it?

- Stress Strain Diagrams
When do I use it?

- Properties of Metals

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<tr>
<th>Carbide</th>
<th>Hardness, HV (50 kg)</th>
<th>Crystal structure</th>
<th>Melting point °C</th>
<th>Melting point °F</th>
<th>Theoretical density, g/cm³</th>
<th>Modulus of elasticity GPa</th>
<th>10⁶ psi</th>
<th>Coefficient of thermal expansion, μm/m · K</th>
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<td>1800(?)</td>
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<td>WC</td>
<td>(0001) 2200 (10 10) 1300</td>
<td>Hexagonal</td>
<td>~2800(?)</td>
<td>5050</td>
<td>15.7</td>
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<td>(0002) 5.2 (10 10) 7.3</td>
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<td>285</td>
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<td>6.3</td>
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</table>
How do I do an advanced search?

AND finds words in the same paragraph

Limit by field or handbook volume
How do I maneuver?

Search Results

Found 17 documents matching your search aluminum AND stress AND strain.
Now displaying page 1 of 1.

1. Section: Application Examples
   From: Volume 14B, Metalworking: Sheet Forming, Article: Modeling and Simulation of the Forming of Aluminum Sheet Alloys
   Figure: Fig. 16 Simple shear stress-strain curves measured along different directions with respect to the rolling direction for aluminum alloy 1050-0 and 6022-T4 sheet samples. Source: Ref 177...

2. Section: Effects of Temperature
   From: Volume 8, Mechanical Testing and Evaluation, Article: Hot Tension and Compression Testing
   Figure: Fig. 2 Effect of exposure time on (a) yield strength and (b) elongation at testing temperature for an aluminum alloy 2024. Source: Ref 2...

3. Section: Mechanical Testing of Plastics
   From: Volume 8, Mechanical Testing and Evaluation, Article: Mechanical Testing of Polymers and Ceramics
   Figure: Fig. 4 Typical stress-strain curves for polycrystalline aluminum and semicrystalline polyethylene. Both materials neck. In polyethylene, chain alignment results in stiffening just before failure. Source: Ref 7...
How do I maneuver?

After selecting an entry, the list on the right side changes to indicate where it is from.
How do I maneuver?

Bread crumbs let you know where you are

Volume 1, Properties and Selection: Irons, Steels, and High Performance Alloys -> Strategic Materials Availability and Supply -> COSAM Program Approach

Strategic Materials Availability and Supply
Joseph R. Stephens, National Aeronautics and Space Administration, Lewis Research Center

<Previous section in this article
COSAM Program Approach

Use these to move between entries of an article

Next section in this article>
How do I refine a search?

Refine Search takes you back to your search where you can add terms or limits.
How do I use this with RefWorks?

Unfortunately, ASM Handbooks online does not work with RefWorks directly. You will have to follow the directions for importing a citation manually:

1. Select Add New Reference from the References dropdown menu
2. Select desired folder from the In Folder(s) dropdown menu
3. Select appropriate reference type from the Ref Type dropdown menu
4. Enter the information from your reference in the appropriate fields
5. Click on Save
1. What is the range of melting points for Nickel 200?
   a. 1090-1120 °C
   b. 1435-1445 °C
   c. 880-890 °C
   d. 1565-1575 °C
Lesson plans instead of powerpoint

NTIS via NTIS Training: Basic

Basic: NTIS - What Are Technical Reports?

NTIS is a technical reports database.

Technical reports are documents that contain technical, scientific, engineering, and related business information published by the federal government.

Since you work in an engineering library, it is likely that you will receive questions about how to find technical reports. NTIS is a good database to search for this type of information.
## Circulation student training plan

<table>
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<tr>
<th>Within 15 working hours.</th>
<th>Within 45 working hours.</th>
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<tr>
<td>- MadCat Basic</td>
<td>- Book Retrieval Basic</td>
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<tr>
<td>- MadCat Intermediate</td>
<td>- Reference Interview Basic</td>
</tr>
<tr>
<td>- Ask a Librarian Basic</td>
<td>- MyMadCat Account Basic</td>
</tr>
<tr>
<td>- Reserves Basic</td>
<td>- UW System Searching Basic</td>
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</table>

<table>
<thead>
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<th>Within 30 working hours.</th>
<th>Within 60 working hours.</th>
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<tbody>
<tr>
<td>- Wendt Library Building Basic</td>
<td>- Copiers/Scanners Basic</td>
</tr>
<tr>
<td>- Wendt Library Staff Basic</td>
<td>- Misc. Equipment &amp; Supplies Basic</td>
</tr>
<tr>
<td>- Wendt Library Website Basic</td>
<td>- Computers Basic</td>
</tr>
<tr>
<td>- Libraries Website Basic</td>
<td>- Emergency/Security Basic</td>
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</table>
Tracking progress

Grade-book Feature used to track student progress. Can see Assessment grades only... Can see that all pieces of modules are being viewed.

<table>
<thead>
<tr>
<th>Grade item</th>
<th>Grade</th>
<th>Range</th>
<th>Percentage</th>
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<tbody>
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<td>0.00–2.00</td>
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<td>0.00–1.00</td>
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<td>Library Express Assessment</td>
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Topic 1

- MadCat Competency: 1 views, Saturday, 17 October
- MadCat Training: 1 views, Saturday, 17 October
- MadCat Assessment Activity 1: Grade: 2.00 / 2.00, Saturday, 17 October
- MadCat Assessment Activity 2: Grade: 1.00 / 1.00, Monday, 8 March 2010
- Ask a Librarian Competency: 1 views, Saturday, 17 October
- Ask a Librarian Training: 1 views, Saturday, 17 October
- Ask a Librarian Assessment Activity 1: Grade: 5.00 / 5.00, Saturday, 17 October
How is it going?

The new training program seems much more efficient than old modes of training. It also seems to go very quick and is much less cumbersome because of how the topics are broken down into succinct modules. It also seems like this would be a good source of information, in case something is ill used and forgotten.

Melinda Opelt

The training modules were great. I prefer doing the training that way because I can understand the material at my own pace. Also, I can go back and re-read the information that I didn’t understand at first read. The assessment at the end of each training does help. I’m assuming that the materials in the assessment are things we all should know and remember.

Pahoua Xiong
How is it going?

The Wendt Library Reference training was really useful. It taught me things I probably should have known but never did, and now I feel more confident answering reference questions. The evaluations were especially useful. Actually doing the project, like scanning, copying etc., really helps me to remember how to do it.

Allison Petska

Reference training was insane in the membrane! It was honestly like living through the movie Die Hard! Especially the explosions. I was all like "There better be some sort of scavenger hunt" and then BAM, there it was! I will never forget the time I spent on my reference training. Mainly because I now have several scars due to it.

Danny Hart
Going forward

- Maintenance
  - Training Participants
  - Practicum Students
  - Student Librarian
- New Permanent Staff
- New Library Resources
- Consolidation of Modules
Questions?

Contact info:

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Anne Glorioso – glorioso@engr.wisc.edu
Amy Kindschi – kindschi@engr.wisc.edu

Thank you!