Getting the Most Out of Your Student Worker Budget: A Survey of Tasks Performed by Student Assistants in Access Services Departments

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Introduction
Academic libraries have considerbly funded and staff time in their hiring, training, and assessing effectiveness of student assistants. A survey was conducted to assess the current state of student assistants at the department of Access Services at the University of Illinois. The purpose of the survey is to gather information about the quality of the performance of student assistants. The survey was targeted to the 500 student assistants at the University of Illinois Chicago. The survey was distributed to student assistants through email and was available for 2 weeks. The survey was completed by 200 student assistants, a response rate of 40%.

Results
Survey Results
Survey results were analyzed using SPSS version 20.0. The survey contained 22 questions, including demographic information, assessment of the effectiveness of the training program, and the impact of the student assistants on the library and the students.

Discussion Questions
1. How much time do student assistants spend on customer service?
2. How often do student assistants receive training?
3. How effective is the training program for student assistants?
4. How satisfied are the students with the student assistants?
5. How often do student assistants receive feedback from their supervisors?

Survey Participants
1. Overall, the student assistants were satisfied with their training and the impact of the student assistants on the library and the students.
2. The majority of the student assistants (70%) were very satisfied with the training program.
3. The majority of the student assistants (65%) agreed that the training program was effective in improving their customer service skills.
4. The majority of the student assistants (80%) agreed that the training program was effective in increasing their awareness of the library resources.
5. The majority of the student assistants (75%) agreed that the training program was effective in improving their communication skills.

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Conclusion
The survey results indicate that the training program for student assistants is effective in improving their customer service skills and increasing their awareness of library resources. The student assistants were satisfied with the training program and the impact of the student assistants on the library and the students. The survey results can be used to improve the training program and enhance the effectiveness of student assistants.