

University of Idaho

From the Selected Works of Rick A Stoddart

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(EXAMPLE) University of Idaho Student Worker Learning Goals and Outcomes - Access Services

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Available at: https://works.bepress.com/richard_stoddart/75/

Univeristy of Idaho - Student Worker Learning Goals (Access Services)			
Student Worker Skills	Library Learning Goals	Library Values	Univeristy of Idaho Learning Goals (Learning Matters)
Verbal (greet, friendly/courteous tone, etc.)	COMMUNICATION	Diversity	Communication (skills) Empathy Openness Tolerance Respect
Non Verbal (smile, eye contact, etc.)			
Listening			
Conflict Resolution	PROBLEM SOLVING	Access	Define Problem Identify Strategies Evaluate Potential Solutions Innovative Thinking Transfer (Learn & Integrate) Integrates & Uses Information Effectively Respond to Conflict (citizenship)"
Handle Problems			
Help Patron			
Understanding Library			
Find Help	SERVICE	Service	Civic Engagement & Engaged Commitment
Professionalism			
Customer Service Help			
Time Management	COMMUNITY	Diversity Positive Work Environment	Fosters Constructive Team Environment Connections to Experience
Team Work			