The Information Commons Community

Building a Staff and Student Worker Training Program in Blackboard

Why do we need online training?

•William H. Hannon Library is open 24/5 during academic year and till midnight on weekends.

•To provide this coverage we use reference staff (librarians and paraprofessional), student workers, interns, non-reference staff (librarians and paraprofessional) and outsourced consulting firm employees.

•Need to provide standardized training but some of these groups work irregular hours.

my|mu
CONNECT ▶

William H. Hannon Library
Information Commons Community

⌃ Information Commons Community   **»**

Home Page

TRAINING

Know your Library

The Physical Library
Library Layout
Information Commons
Emergency Procedures
Library Locations Quiz

The Library Website
Website basics
LibAnswers
Library Website Quiz

Tracking with Gimlet

Gimlet
Gimlet Basics
Gimlet Practice and Quiz

Reference and Information

PS Wiki and Referals
Public Service (PS) Wiki
Referral Guidelines
Reference Basics Quiz

Library Catalog
Advanced Search Options
Known Item Lookups
Known Item Quiz

Home Page

Connect to My Tasks

My Tasks:

Information Commons Community:

› Daily Tasks

more tasks…

Connect to My Announcements

No Organization Announcements have been posted in the last 7 days.

more announcements…

Connect to My Calendar

No calendar events have been posted for the next 7 days.

more calendar events…

WHH Library | Research Help

📁 The Physical Library

The Physical Library

LEARNING OBJECTIVES

After completing this module, a stu...

- The location of all librar...
- The layout of each level...
- The answers to basic (le...
- Where to find supplies,...
- How to answer the phon...
- How to transfer a call...
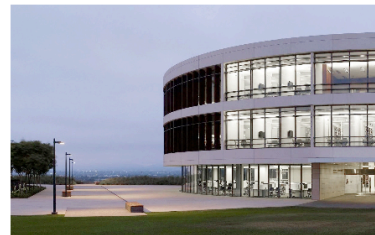- Emergency evacuation p...

EXERCISES

- Tour the Library
- Library Locations Quiz
- Tour the Information Co...

📁 Library Layout

Library Tour Outline

The first part of getting to know the library will involve a tour with a mem...
the building. Attached is an outline of the different areas that you will vis...
Library Tour Outline

We also have this short video tour, featuring Kris Brancolini, Dean of the L...
be in the tour quiz.
Library tour

Last of all, listen to these podcast tours of the library. They explain impor...
able to get this.

Level 1: Introduction, Main Lobby, Information Commons

◄◄ ► ■ ◄ ─────────── ► ►►

📁 Information Commons

The Information Commons

The Information Desk is the hub of the Information Comm...
Checklist for the information desk and commons

Why are there colored dots on books?
You might notice that there are different colored dots on...

- Main reference collection - *orange*
- Indexes - *red*
- Atlases - *blue*
- Dictionary stand - *purple*
- Info desk ready reference - *hot pink*
- Literature criticism - *green*

What do I need to do when I arrive for my shift?
Always check that the printers have paper and top up any...
during your shift. The passwords are listed on the left si...
This includes:

- The IC Computer
- Gimlet
- Pharos
- PS wiki

These are bookmarked at the Information Commons com...

📁 Emergency Procedures

Emergency Procedures

IN CASE OF EMERGENCY...

In case of medical, fire or police emergency - call 9-911. Then call DPS on x222 ....(If for some reason this doesn't work, call x8-2893).
If you are using a personal cellphone, dial 911 and then call DPS at 1-310-338-2893.

At the Information Commons Desk:
If confronted by a dangerous or threatening person and you do not want to alert the patron as to what you are doing, call DPS at x222 and say, "I want to cancel my appointment with Father Foley." Another alternative is to remove the handset from the receiver and dial x222, without speaking. Public Safety will know your location and send help to the scene immediately.

There is a flashlight located under the counter by the information desk printer. It is plugged in and currently set to night light mode so it can be found in case of emergency. Please leave it switched to this setting.

A first aid kit is also available at the information desk. It a patron needs a band aid feel free to give them out but due to liability issues do not give out any medications such as aspirin.

FIRE ALARM

If *YOU* smell smoke or see a fire, sound an alarm - by yelling "Fire" and/or pulling one of the red fire alarms located around the building. (On level 1, fire alarm is located by the front doors, opposite the Jazzman's café; On level 2, fire alarm is on the main pillar by the central staircase). As you do so, get the attention of others, and signal them to follow you out of the building. Take note of anyone who is not responding to the evacuation for whatever reason, so that you can tell first responders as soon as they arrive. From a safe location, call 911 and DPS.

In the event a fire alarm goes off, leave the building by the nearest safe exit. As you do so, get the attention of others, and signal them to follow you. Take note of anyone who is not responding to the evacuation for whatever reason, so that you can tell first responders as soon as they arrive.

EARTHQUAKE

In case of an earthquake, take cover under a desk if possible and hold on. As soon as the shaking stops, leave the building in a quick, safe and orderly fashion. It is vital that library staff and students evacuate as quickly as possible so that they can describe the situation inside the building to first responders when they arrive. As you leave the building, try to take note of anyone who may be trapped, injured or otherwise unable to evacuate with you. The first responders will need this information.

EVACUATING THE BUILDING

After exiting the building, staff and occupants should make their way to the evacuation collection zone for campus sector #4 in the western section of the Sunken Garden (see map). They should remain there for further instructions. If you are able to help the Emergency Response Team tell people to leave the building, please do so but don't risk your own safety. If in danger, leave the building and leave the rest to DPS.

Campus evacuation map

Emergency Reference Guide

📁 The Library Website

Library Website

LEARNING OBJECTIVES

After completing this module, a student shou...

- Navigate and or/ search the libra...
- Access a library record from the w...
- Instruct someone to renew mater...
- Navigate and/or search LibGuide...
- Instruct LMU students/faculty/sta...
- Direct users to various online for...
- Help a student find reserves eith...

EXERCISES

- Overview of Website
- Overview of Libguides
- Test your knowledge: Navigating...

📁 Website basics

The Basics

The library website is one of the most important tools that you will use to help patr...
research sources such as the catalog, journals and databases, it contains administrati...
building hours and directions to the library. This list highlights the most important p...
member of the reference team will go ove...

 Website Basics Checklist

LibGuides

What are LibGuides?

LibGuides are librarian-created subject guid...
Most guides contain links to relevant databa...
become familiar with the LibGuides Web si...
powerful tool in helping you help people...

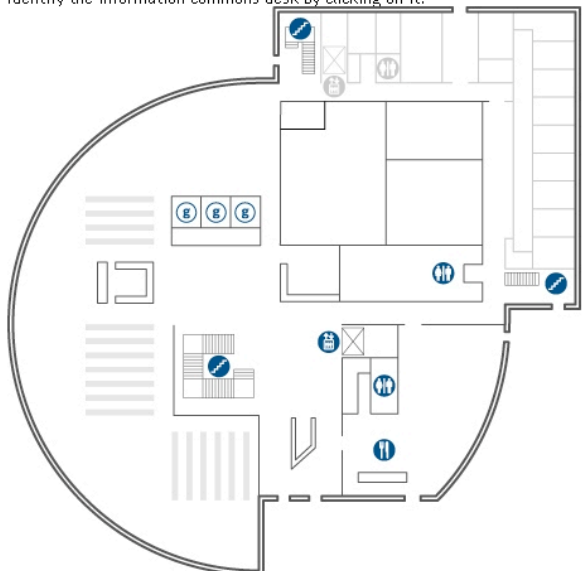Our LibGuides (research guides by subject) can be found on the library home page u...
http://libguides.lmu.edu/

📁 LibAnswers

What is LibAnswers?

LibAnswers is a Library FAQ that the public can search. This has been populate...
products available in the Library. Patrons can get to this via the Get Help butto...
be an existing answer that closely matches what they need. If not they have th...

Question 1

Identify the information commons desk by clicking on it.

Selected Coordinates [Clear]

⚠ Moving to another question will save this response.

Question 6

On what level is Archives and Special Collections?
- ○ Level 1
- ○ Level 2
- ○ Level 3
- ○ There is no Archives and Special Collections

Question 16

If someone is looking for their class in a Library classroom, what are the possibilities?

Question 8

If someone asks "I only see the latest issue of a periodical,
and I need an older one"
what alternatives might you tell him to try?

| Normal ▾ | 3 ▾ | Arial ▾ | **B** *I* U ab̶e x₂ x² | ≡ ≡ ≡ |

Path: body

Gimlet

After completing this module, a student should know:

- How to log in to Gimlet
- How to input a patron question into Gimlet
- How to utilize the "search" function in Gimlet
- The basics of the READ scale (particular
- How the READ scale connects to referra
- How to tag a question
- What to do if unsure about which catego

EXERCISES

1. Gimlet Basics
2. Reading about READ
3. Gimlet Tags
4. Review and Play
5. Test your knowledge

Gimlet Basics

Introducing Gimlet

Gimlet is the name of the statistical software that is used to track questions. This provides us with data that we ca
accordingly, what services or products we might need to consider purchasing and as an on the fly knowledge base. B
may be able to find the answer to a sticky question that you have encountered when you are working a shift on your

Click here to read more about how to use Gimlet.

Tagging in Gimlet

Tags are attached to questions in Gimlet to help us categorize and pull statistics from the system. These tags have b
correspond to library services and products that we need to know more about.

Here is the list of tags that you need to use. A print version of this list is also kept at the Information Desk to refe
that you enter into Gimlet.

Reading about READ

Each question in Gimlet is ranked on its difficulty on a scale from 1 to 6. The difficulty is determined by where the questio
(Reference Effort Assessment Data). To familiarize yourself with the READ scale please read:

Background and Introduction

READ categories and examples quick guide

Additional READ examples levels 3-6

Practice Questions

Sample Questions: how would you tag these? Copy and paste into

- How do I request a book from basement storage?
- I need to find industry information on the wine industry.
- Do you have "The Sun Also Rises"?
- Where is the bathroom?
- How do I find this article in full text?
- How do I print in color?
- How do I find info on anxiety disorders?
- How do I cite this in MLA?
- How do I find these items on reserve?
- Where do I get an adapter for hooking up my laptop?
- How do I format a document in Microsoft Word?
- How do I find literary criticism on the play Fences?

Review and Play!

Time to play!

- Go to https://lmu.gimlet.us/
- Log in with your LMU email and the password
- Start practicing by adding these Gimlet sample questions
- Try some practice searches
- Review some of the past questions

Refer back to the Gimlet basics guide if you need to.

Review

Reference and Information

PS Wiki and Referals
Public Service (PS) Wiki
Referral Guidelines
Reference Basics Quiz

→ PS Wiki: internal knowledge base
Referral guidelines: when and how to refer questions

Library Catalog
Advanced Search Options
Known Item Lookups
Known Item Quiz

→ Library catalog: How to search by author, title, call number, reserves.

Using the Catalog
Unavailable Items
Finding the Item Quiz

→ What to do when items are unavailable, how to request books from the basement or main stacks paging.

How Are Books Organized
Library of Congress
Call Numbers Quiz

→ How to find books using LOC: LOC classification breaking down call numbers.

Citation Chasing
Finding Journal Articles
Find the Article Quiz

→ Citation chasing: How to find journal articles from full and partial citations.

Database Searching
Theological Resources
Primary Sources
Business Research

→ Advanced research skills: Tips and tricks on how to use databases, and search for specialized materials .

QUESTION 1

Can you answer the following questions using the PS Wiki or information found on the Library Home Page? Or would you ref[er] [use the drop-down] menu to select an answer)

[- ▼]	I'm an LMU alum. Why can't I access the library databases from home?
[- ▼]	What time does the Cafe open tomorrow?
[- ▼]	Can you help me find statistics about minorities in CA state politics?
[- ▼]	How far in advance can I reserve a group study room?
[- ▼]	It's cold in here. Who do I contact to write a formal complaint?
[- ▼]	Where can I find information about graduate programs in Psychology?
[- ▼]	The printer is out of paper.
[- ▼]	I can't find the password to access articles my professor put on Eres. Can you help me?
[- ▼]	Where is the scantron machine?
[- ▼]	How long can I check out books from LINK+?
[- ▼]	Can you help me find peer-reviewed articles on media and religious expression?

A. I can answer it!
B. I'd refer it to a reference[...]

QUESTION 3

Norton Anthology of English Literature

[▲ | Normal ▼ | 3 ▼ | Arial ▼] [**B** *I* U a̶b̶c̶]

[▼]

Path: body

QUESTION 3

What are the two ways to page a book from basement storage?

- [ ] Go down to the basement and get the book yourself.
- [ ] Make an online request: Go to the LINUS record for the book and click on the "Reque[st...]
- [ ] Make a request by having the patron go to the Circulation Desk and asking them to p[...]
- [ ] Fill out a LINK+ request for the book.

QUESTION 1

Baddeley, O. (1991). 'Her Dress Hangs Here': De-Frocking the Kahlo Cult, *Oxford Art Journal*, 14(1), 10-17.

Attach File   [Browse My Computer]   [Browse Organization]

Question 5

Arrange these call numbers in the correct order,

	PS3505 .A87 Z9353
[- ▼]	2001
	PS3505 .A87 Z93525
[- ▼]	2005
	PS3505 .A87 Z93824
[- ▼]	2008
	PS3505 .A87 Z9355
[- ▼]	2000
	PS3505 .A87 Z93825
[- ▼]	2002

Customer Service

LEARNING OBJECTIVES

After completing this module, a student should know:

- the LMU Customer Service
- how to handle patrons who
- how to handle patrons aski
- how to handle patrons who
- how to handle patrons with

EXERCISES

- LMU Customer Service Sta
- Watch Customer Service V
- Challenging Patrons
- Customer Service Quiz

📁 LMU Service Standards

LMU Customer Service Standards

All LMU Employees are expected to adhere to the following customer service standards. In the library, the follo
workers to our dean. Have a reference staff member go over this list with you, and together discuss how these
Desk. Points that particularly relate to service at our desk are highlighted in orange.

Communications

- Give the person your full attention:
- Face those to whom you are speaking,
- Listen for understanding
- Clarify with questions; paraphrase or re
- Do not interrupt: take notes if helpful
- Be courteous and respectful
- Avoid being defensive or argumentativ
- When seeking solutions, offer alterna
- De-escalate emotionally charged situ

Accountability

- Keep promises and honor your commit
- Anticipate the needs of others; strive t
- Seek solutions! If you don't know the

Professionalism

📁 Challenging Patrons

How to Handle Problem Patrons

- If a patron crosses the line in the amount of help he/she is asking from you, please cite our "Restrictions" policy an

- If someone repeatedly tries to get you to do th
  started. This way you can walk away and leave t

- Help them to the best of your ability but if the
  staffed by qualified librarians.

- If they won't leave the desk tell them you have
  minutes (and going nowhere) then they need assi

- If a patron wants to talk about personal issues

- Tell the staff member on duty that they are be
  deterrent.

- If you can't get them to leave you can always te
  (we don't have access to these tapes but it might

- Also remember that some students might have
  tips on how to better assist these patrons please

- If a patron crosses the line by making you feel u
  dials Public Safety directly. You can also dial 222
  anything. The off-campus number for Public Safet

📁 The Reference Interview

The Reference Interview

What is a reference interview?
A "reference interview" is the process that happens between a patron and a librarian when a research question is
naturally, librarians use specific techniques to question the patron about their information needs. By using a var
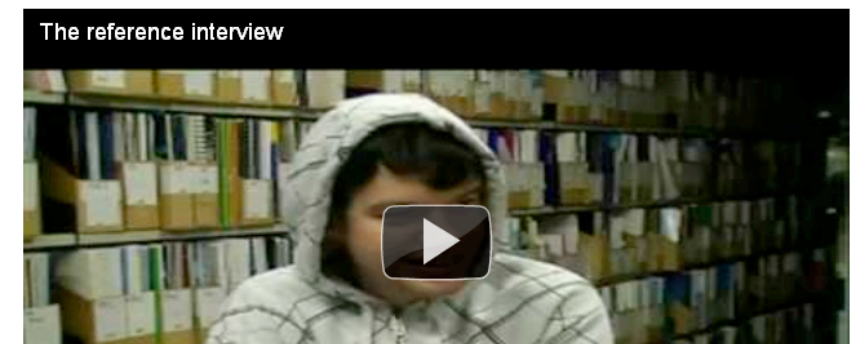out what the patron is really looking for, as this is often different from what they first ask for.

We don't expect you to carry out full reference interviews with every patron, it is important that you understand
a directional question can turn in to reference, i.e: Where are the books on photography will most likely turn into
dispersed.   It can also help you to decide if the question is one that you should refer to a librarian (i.e. if it is hi

Reference Interview Techniques

1. Use active listening skills: ask open-ended questions about what they need, such as "how can I help you," "wh
else have you searched."

2. Clarify any aspects of what they need that are unclear to you.

3. Restate their question in your own words to be sure you understand before suggesting a resource.

Watch the video below to get a better understanding.

The reference interview

Technology 101

LEARNING OBJECTIVES

After completing this module, a student should know how to:

- Use the VTS mac
- Use the PHAROS
- Reboot computer
- Help patrons con
- Help patrons rese
- Connect a laptop
- Perform basic pri
- Refer problems a
- Be aware of the F

EXERCISES

- Computers
- Printing & Copying
- Group Study Room
- Technology FAQ
- Technology is You

📁 **Computers**

Switch from Mac to PC

Did you know th

Reboot this workstation

- To reboot from
- To reboot from
  the drop-down

When you see the icons
Return.

📁 **Printing and Copying**

VTS Machine

The VTS Machine is loca
This is where patrons ca
must put in at least $2.0
that the funds get record

For problems with the VT

- Time of the inc
- $ lost (if any) o
- Name and Phon
- When you send

NOTE: The VTS machine
to get change outside of

Wireless Printing

Wireless printing is avai

Students must first down
http://library.lmu.edu/Lib

Printer Paper

📁 **Group Study Rooms**

Group Study Room Basics

There are 33 group study rooms
This page has detailed information

How to Reserve a Group Study Roo

Laptop Group Room Hook

Laptop hookups for the LCDs a
Please do not hook up anything

Macbook/Macbook Pro users:
VGA adapters are available for
kept at the Information Desk, bu

LCD troubleshooting

Nothing should ever be plugged
LCDs should always be on, and w

2 power buttons

- Stand-by is on the front
- Main power is on the ba
  is turned on).

Displaying from a Mac

📁 **Technology FAQ**

Computers

Q. What happens when the comput

A. When one of the computers in the
Deep Freeze.
This software prevents these compu

Q. How do I fix a computer that is n

A. Attempt end task on the program

- Windows you right click on
  saying Not Responding)

- OS X you go to the apple in

If that does not fix the computer ha

Q. How do I take a screen capture o

A. On a mac you hit Command-Shift
it on the desktop.

Q. The Mac keyboard is not respond

A. Make sure that the keyboard is p
red light is on) then disconnect the
then trace back the cables to conne

Q. How do I force quit?

A. See How do I fix a computer that

📁 **Additional Training**

Practical Training

This is a list of scenarios that provides hands-on training for common situations
ITS or the Reference Department.

- Hooking up a Mac and PC laptop in a group study room.
- Getting the camera to work in the presentation room.
- How to photocopy double sided.
- Pharos: moving and clearing documents.
- Resetting the card swipes.
- Printers: removing toner, opening areas that jam, printing from Tray 1.
- Switching OS.
- How to reset a MyLMU password.
- Saving to LionShare.
- Transferring calls.
- Double sided printing from Mac and PC.
- Opening a PDF in Preview.
- Force quit when Word has frozen.
- Creating a helpdesk ticket

Chat

LEARNING OBJECTIVES

After completing this module, you should know:

- How to log
- How to ch
- How to ini
- How to log

EXERCISES

- Practice Cha

📁 **For Students**

LibraryH3lp instructions

Librarians will by monitoring the main reference and subject
librarians and ITS staff. The times you might want to use th

- When the librarian at the desk with you is already h
- To request more help at the Information Desk.
- To get help from Burney Wong about a technical iss
- If you get a question about A&SC or Document Deli

Please look through the instructions in the following file to l

LibraryH3lp - info desk student

📁 **For Interns and Staff**

LibraryH3lp instructions for reference
LibraryH3lp setup instructions

WebChat instructions for service points
These instructions are for staff at DDS, Circulation and A&SC.

Service point chat instructions

Chat Guidelines
Chat Guidelines, Best Practices, and Tips

Test Your Chat Skills!
Practice the following chat skills with a librarian:

- Logging into chat
- Greeting the patron
- Conducting the reference interview: finding out the real question
- Explaining your search process as you answer the question
- Closing the conversation
- Changing your status to "away"
- Transferring the chat question to a staff member
- Emailing the chat transcript

RESOURCES

- --Fall Schedule (students)
- --Swaps & Replacements
- --Who's Who
- --Passwords
- --Contacts
- --Time Sheets/Payroll
- --Public Services Wiki
- --Student Evaluations

Email

Tools

📁 --Swaps & Replacements

Shift Swapping and Replacements (studer

If you are going to be absent from a schedule

- Email or call all the other information
numbers under "Contacts" in the Cours
the Course Menu and click on "Single/S
to move this group to the list of selected
type your message and hit submit. Also

- If you find a sub, immediately update
password is impasse10a . Look at the
your name to the name of the person su
series,' because this will make the char
all student workers and Shannon Billim

- If you fail to find a sub or it is a last-mi
immediately: Shannon Billimore (sbilli
Email on the left, clicking on "Select Gr
338-2790 to let them know you will not r
to talk to the staff member on duty. Let t

- Remember that the mere posting of a
"no shows," or times when they fail to fir

Today ◀ ▶ Oct 23 – 29, 2011 ▾   🖶Print **Week** Month Agenda ▾

	Sun 10/23	Mon 10/24	Tue 10/25	Wed 10/26	Thu 10/27	Fri 10/28	Sat 10/29
8am		8 – 9 Christina	8 – 9 Christina	8 – 9 Christina	8 – 9 Alyssa		
9am							
10am							
11am	11 – 3p Justin						
12pm			12p – 2p Nicole		12p – 2p Nicole		
1pm							
2pm				2p – 4p Nicole			
3pm		3p – 4p Justin			3p – 5p Michael		
4pm	4p – 6p Mindi						4p – 8p Alyssa
5pm		5p – 7p Michael				5p – 8p Mindi	
6pm							
7pm							

Events shown in time zone: Pacific Time   ➕ Google Calendar

📁 --Who's Who

2011-2012 Student Information Commons Assistants

Library Staff

Very Important People

Overnight /Weekend Staff

Laurel Burks	Tony Amodeo	Elisa Slater
Business Librarian	Reference Librarian	Reference Librarian, Library Instruction Coordinator
Subjects: Business (all)	Subjects: Bioethics, Theological Studies	Subjects: Political Science

--Passwords

Passwords for the Hannon Information Desk.

Please consult the Public Services Wiki under "Passwords" for more.

Do not give out any of these passwords to people who are not authorized to use them!

Information Commons Desk Phone:

Contacts

📁 **Student Contacts**

📁 **Service Desks**

📁 **Overnight/Weekend Staff from LAC**

Burney Wong, Computer Lab Specialist
Email Burney.Wong@lmu.edu
Work Phone (310) 338-3960
Office Location WHH 128
Office Hours

Susan Gardner, Head of Reference & Instruction Services
Email Susan.Gardner@lmu.edu
Work Phone 310-338-7680
Office Location WHH 123
Office Hours

--Student Evaluations

Student Evaluation Form

Attached Files: 📄 Library Student Employee Evaluation (126.726 KB)

Benefits

• Able to reach large group of people.

• Standardized training.

• Can be done in their own time.

• Don't have to schedule a lot of training sessions at the beginning of the semester when it is very busy.

Challenges

•Making sure information is up to date takes time.

•Keeping it new and fresh when people have to it repeat each year.

•Are people getting enough training?

•Is there too much online – should we be focusing on more personal sessions?

•Blackboard software can be tricky – make sure you have good IT assistance!