



# **Student Resources Evaluation**

**Cataloging & Metadata Department Supervisors Brainstorming**

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## CONTEXT

Cataloging has been fortunate to have resources of at least one computer per student for the last several years, although it is anticipated that the department will need to be prepared to double up—possibly on every computer—in the foreseeable future. There are enough projects to hire more students. Until extra funds were reallocated back to other areas, last quarter, there was a plausible budget as well. Also of note: the department is working on meeting hiring expectations by improving the percentage of hours worked by students currently employed in Cataloging.

When Thom Edlund, as Head of the Department, met with supervisors a couple times in the last few months, it was determined that at this time cost of training extra students exceeds benefits, given the type of shift in workload it would require for the department faculty and staff.

Nonetheless, we did recently take the opportunity to hire a student worker for a project that afforded us the experiment of sharing a student computer. I held a brainstorming session with any Supervisors who are now or would likely be affected in the future. Supervisors found some unique challenges that sharing computers in Cataloging presents. This report is our findings:

## STUDENT COMPUTER RESOURCES

Longstanding Supervisors report that through the years LIT has specifically assigned their name to computers in use by their students.

In the absence of procedure some common practices have been assumed. These may work in the short term but will not likely serve well if computer resources remain the same and student workers increase times two.

**A current practice:** Supervisor's allow flexible hours for their students to decide how to work around different class schedules each semester. This has many benefits.

**Another practice:** Supervisors who were assigned computers have priority.

Newer Supervisors are not always assigned a computer and have had to coordinate with Chad for use of computers as well as with affected Supervisors with regard to the one instance of sharing a computer.

**In some instances:** sharing space and/or computers has some disadvantages.



## **STUDENT HOURS EXPECTATION**

Thom Edlund met with all of the Supervisors in Cataloging and reviewed how many hours we are getting from our students. The purpose was to determine if Cataloging has improved in keeping each student to a minimum expectation of 15 hours per week. It is important to hold students to their work commitments to get the most out of our student budget.

Several Supervisors expressed concerns with making sure student workers comply with the expectation.

Chad Parker, the Department Assistant, is keeping track of the hours worked per week of each student. He collects averages for each student every other week. Several individuals are below the expectation each week, but as a whole we are close to the collective average goal. Chad has concentrated on encouraging a few outliers to rectify the situation.



## SURVEY

Here are some takeaways from a brainstorming session with Supervisors who are managing student computers:

- 1) The department has drafted an official handout that covers some general guidelines for student workers (See “Student Expectations”).
- 2) The department has naturally assumed general practices where there is not set policy (See “Supervisor Brainstorming Notes” below).
- 3) The department experiences a lot of changeover of both students and schedules each semester but the flexibility allowed creates often difficult computer and space openings for students hired later in the semester to fill (See “Student Schedules”).  
<https://docs.google.com/spreadsheets/d/1qNJd72OlixOvEqjQFDLAEVfXvW0Jb7LX0IzCFEduHs/edit#gid=1532567848>
- 4) The department has set a 15 hour minimum for students per week. Supervisors (See “Student Accounting 2015”)  
[https://docs.google.com/spreadsheets/d/1xZyUSroOGMFGN9ibb4dHnxqYeM9grFx1Dp\\_y6jRWa\\_w/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1xZyUSroOGMFGN9ibb4dHnxqYeM9grFx1Dp_y6jRWa_w/edit?usp=sharing)



# DATA

Aforementioned forms, notes, and charts documentation in conjunction with student resources as described above:

## CATALOG DEPARTMENT

### Expectations of Student Employees

As a student employee in the Catalog Departments in the Harold B. Lee Library, I am expected to:

1. Adhere to the Brigham Young University dress and honor code and any other conditions as requested by the library.
2. Set up and adhere to a work schedule that allows me to work in at least 2-hour blocks, for a time period (15-20 hours) established with my direct supervisor. I will inform my supervisor if I cannot come in or will be late. **Note: Catalog Department work schedules should be within the hours of 8 am to 5 pm, Monday through Friday.**
3. Use an IP Phone (available on the 3<sup>rd</sup> level, or in the 6<sup>th</sup> level training room/student cubicles) or MyBYU (on a 6<sup>th</sup> floor computer), to clock in and out.
4. Work at my workstation or other assigned work area when I am clocked in. I will clock out for devotionals/forums and when I leave the department for emergencies, for lunch, or for illness. I will not study, do homework, (or just “hang out”) in offices/work area during non-work hours.
5. Leave my personal belongings in my locker, including backpacks, cell phones and all other electronic devices.
6. Comply with the department's no visitor policy.
7. Not make personal phone calls or texts when I am scheduled to be working. I will advise friends and associates not to call me at work. Only emergency phone calls may be received or made.
8. Abide by library policy prohibiting personal use of all departmental library equipment which includes typewriters, computers, printers, fax, scanners, and photocopying machines. This also includes the use of the Internet for anything other than work. **Accessing my personal e-mail, Facebook, chat sites, IM, games, school schedules, banks, shopping networks, etc. or any other non-work related sites is expressly prohibited.**



9. Use headphones when I listen to music; however, this privilege may be temporarily revoked if it is shown to interfere with my work production.

I understand and agree to adhere to these expectations.

Name of student \_\_\_\_\_

Date \_\_\_\_\_

\_\_\_\_\_

Name of supervisor \_\_\_\_\_

Date \_\_\_\_\_

\_\_\_\_\_



## Supervisor Brainstorming Notes

For the most part we have not had to double up on student computers, but we will need to better coordinate between supervisors whenever that need arises.

Chad used the whiteboard to explain that it seems we have a few options:

1. Fight for more computers
2. Fight policy
3. Fight each other

OR coordinate and organize our efforts...

Sorry, it was a poor illustration. In the least he should have erased those options and replaced them with our ideas of how to request more computers, define policy/practices, and better coordinate with each other ahead of anticipated changes (Thanks for your input. It is invaluable).

Nonetheless, here are some points that came out of our discussion:

**1) *There is no current policy for having two students per computer.***

We are set this semester. We don't expect any more new position hires. Students are welcome to continue under the same expectations and practices we have been doing to this point.

**2) *What are the current expectations and/or practices?***

Current practices:

1. Chad gathers schedules (using a shared spreadsheet [not confidential information])
  - a. He must send this out much sooner than he did this semester.
2. Some supervisors "have been assigned a computer by LIT" while others have not.
3. Supervisors who have been assigned computers have priority.
4. Students are allowed to work flexible hours, so long as they come for 2+ hour blocks.
5. Schedules change each semester. Some schedules fit in grouped time. Most are sporadic.





6. It is not easy to fit a second student into schedules the way they randomly fall each term.
7. Supervisors arrange it with supervisors (only a student's supervisor approaches him/her).
8. We attempt to keep a supervisor's students sharing the same space (not cross materials).
9. Schedules change each semester and must be coordinated again.

**3) *What are the requirements for assigning a computer to a position?***

Doug explained that LIT buys computers in perpetuity, meaning that if they buy a new computer they are buying a contract to upgrade that computer multiple times. Erminia suggested we approach Ryan Amy and ask if it is possible to designate one-time level computers (perhaps from the surplus supply). Seems we have funds, we have projects, but lack computer resources. Others mentioned that Bill Lund might want to champion our cause, or not. Maybe we can get back some computers that we have lost through the years. Acquisitions is not using a couple.

**4) *How may we improve on current practices?***

Currently we have few exceptions to our current practices. We can coordinate doubling up here and there without any real issue. If we had to double up on every computer, however, it is apparent that our current protocol could be at least as chaotic as our meeting was.

**5) *What can we do to improve future expectations?***

Supervisors have found the flexibility we have had in Cataloging has made our department a nice environment for students to work in. We would like that to continue. But we need to better show how this is too great a benefit for this department to lose. It has been noted that there are other departments, even in the library, that effectively schedule more than one student per computer and have no issue filling those positions. It would be difficult at this time to make the shift and expect our students to switch midstream to set schedules. We do have unique issues with that.

It was suggested that we extend the hours of the department from 7am to 6pm. This gives us a little more breathing room. There are full-time employees here as early as 7am and as late as 6pm who could monitor the department (even if doors remain shut on off hours). It was mentioned that when Music moves up to the 6<sup>th</sup> floor they would like to keep extended hours, so we could add our two bits to that discussion already taking place.



We think there is still room for discussion in all three areas first mentioned (computers, policy/practices, & supervisor coordination/student scheduling). We are just not sure who to discuss these matters with next. Chad was tasked with first approaching the Technical Services Department Chairs meeting headed by Robert Murdoch. That group will be discussing the upcoming changes to the 6<sup>th</sup> floor to accommodate Music Cataloging personnel as well as moving Lettering to Acquisitions next Tuesday. This might be an appropriate time for Chad to mention “use of resources,” when asked, if he has any department assistant items. He could ask what type of student position requirements must be met for Cataloging to get a student computer for every Supervisor required to supervise. (We think this could go a long ways in our efforts of most effectively managing resources: of space, computers, and personnel).

6) *We discussed hourly goals.*

Chad has been asked to track the hours that students work each week. Most individuals are below the 15 hour goal we set per week. Some are well below it. But a few are above it and our average as a department was actually close, at 13.4, for January. While acknowledging reasonable exceptions (such as holidays), as a department we can make up for it. He is encouraging us to focus on our collective total rather than worrying about occasional exceptions. Please encourage your students to meet their work commitments. If you have a concern that a student is not meeting their work expectations please let the student know, document it, and check that improvement is made. See Chad if you want to know actual hours worked by any given student per week. Also, a couple students are only slotted for 10 hour weeks. Let Chad know if you have a student who is intended to only work 10 hours and he can refigure our department average to represent this (every little bit helps).



Elise J.'s Schedule					
	Monday		Wednesday	Thursday	Friday
8:00AM - 9:00AM		C1F-01		C1F-01	
9:00AM - 10:00AM		C1F-01		C1F-01	
10:00AM - 11:00AM					
11:00AM - 12:00PM		Devotional			
12:00PM - 1:00PM					
1:00PM - 2:00PM	C1F-01	C1F-01	C1F-01	C1F-01	C1F-01
2:00PM - 3:00PM	C1F-01	C1F-01	C1F-01	C1F-01	
3:00PM - 4:00PM	C1F-01	C1F-01	C1F-01	C1F-01	
4:00PM - 5:00PM	C1F-01	C1F-01	C1F-01	C1F-01	





<b>Weekly Hours Reported</b>											
<b>STUDENT</b>	1/2/2 015	1/9/2 015	1/16/2 015	1/23/2 015	1/30/2 015	<b>Avera ge</b>	2/6/2 015	2/13/2 015	2/20/2 015	2/27/2 015	<b>Avera ge</b>
xxxx xxxxxxxx	0	13.06	13.1	13.21	12.36	<b>12.93</b>	7.43	15.9	11.48	13.9	<b>12.18</b>
xxxx xxxxxxxx	0	8.1	9.98	10.35	11.53	<b>9.99</b>	12.66	15.21	8.5	10.63	<b>11.75</b>
xxxx xxxxxxxx	23.7	20.08	20.04	8.96	10.49	<b>14.89</b>	10.36	0	0	0	<b>2.59</b>
xxxx xxxxxxxx	19.88	17.7	1.18	19.86	17.49	<b>14.06</b>	17.88	19.91	14.08	19.78	<b>17.91</b>
xxxx xxxxxxxx							13.85	16.81	12.58	17.08	<b>15.08</b>
xxxx xxxxxxxx	20.51	19.45	19.51	19.63	15.84	<b>18.61</b>	18.63	19.73	17.56	8.43	<b>16.09</b>
xxxx xxxxxxxx	0	10.2	11.58	10.21	10.74	<b>10.68</b>	10.25	6.85	4.23	8.51	<b>7.46</b>
xxxx xxxxxxxx	0	19.95	19.96	16.01	19.34	<b>18.82</b>	19.99	20	19.45	20.01	<b>19.86</b>
xxxx xxxxxxxx		4.55	19.53	16.8	10.06	<b>12.74</b>	12.16	18.71	14.43	19.89	<b>16.30</b>
xxxx xxxxxxxx											
xxxx xxxxxxxx	0	5.15	8.11	5.95	11.91	<b>7.78</b>	9.26	9.98	9.3	9.33	<b>9.47</b>
xxxx xxxxxxxx	2.58	19.25	19.91	19.61	19.71	<b>19.62</b>	19.59	19.66	19.53	19.81	<b>19.65</b>
xxxx xxxxxxxx	0	19.71	19.31	18.06	20.03	<b>19.28</b>	20.05	16.33	20.03	20.1	<b>19.13</b>
xxxx xxxxxxxx				12.15	14.5	<b>13.33</b>	17.31	14	0	16.38	<b>11.92</b>
xxxx xxxxxxxx	0	11.88	10.05	14.31	13.23	<b>12.37</b>	12.88	16.1	11.28	14.25	<b>13.63</b>
xxxx xxxxxxxx					9.85	<b>9.85</b>	15.15	14.95	12.26	15.08	<b>14.36</b>
xxxx xxxxxxxx	13.1	15.46	11.85	15.48	14.79	<b>14.40</b>	11.06	16.88	14.18	14.01	<b>14.03</b>
xxxx xxxxxxxx			4.53	8.9	17.38	<b>10.27</b>	17.18	17.76	14.13	17.38	<b>16.61</b>
xxxx xxxxxxxx	0	13.1	13.31	5.56	5.8	<b>9.44</b>	10.58	8.46	7	4.08	<b>7.53</b>
xxxx xxxxxxxx	0	15.39	17.45	4.45	4.58	<b>10.47</b>	4.68	3	2.71	3.95	<b>3.59</b>
xxxx xxxxxxxx	0	19.96	19.96	18.98	19.98	<b>19.72</b>	19.96	19.81	19.98	20.03	<b>19.95</b>
xxxx xxxxxxxx	0	0	4.11	7.73	9.68	<b>5.38</b>	0	0	0.8	0	<b>0.20</b>
xxxx xxxxxxxx	0	17.38	14.4	16.36	15.58	<b>15.93</b>	17.71	16.51	0.5	20.06	<b>13.70</b>
xxxx xxxxxxxx	0	15.18	14.03	14.08	15.31	<b>14.65</b>	15.06	14.7	10	14.29	<b>13.51</b>
xxxx xxxxxxxx	0	12.76	15.11	9.68	15.11	<b>13.17</b>	15.2	9.13	0	0	<b>6.08</b>
xxxx xxxxxxxx	0	10.34	19.98	12.78	18.36	<b>15.37</b>	18.55	18.51	11.51	18.65	<b>16.81</b>
xxxx xxxxxxxx	0	0	2.98	4.06	7.68	<b>3.68</b>	9.5	8.68	8	7.86	<b>8.51</b>
xxxx xxxxxxxx	0	17.75	19.65	17.08	19.7	<b>18.55</b>	18.94	15.81	12.51	19.64	<b>16.73</b>
xxxx xxxxxxxx	0	16.35	17.95	12.1	9.73	<b>14.03</b>	4.05	13.83	12.2	11.31	<b>10.35</b>
xxxx xxxxxxxx	0	19.15	17.35	12.28	14.38	<b>15.79</b>	16.86	15.16	12.91	11.93	<b>14.22</b>
xxxx xxxxxxxx			17.33	15.28	19.1	<b>17.24</b>	19.24	18.25	15.66	19.99	<b>18.29</b>
xxxx xxxxxxxx	0	11.86	15.46	16.38	16.3	<b>15.00</b>	17	16.58	15.33	18.13	<b>16.76</b>



xxxx xxxxxxxx	0	17.98	20.03	20.05	19.88	<b>19.49</b>	20	20.24	16.48	20.08	<b>19.20</b>
xxxx xxxxxxxx			15.68	13.15	14.78	<b>14.54</b>	13.39	15.1	13.03	15.66	<b>14.30</b>
xxxx xxxxxxxx									14.65	15.36	<b>15.01</b>
xxxx xxxxxxxx	23.75	15.98	17.03	12.13	12.93	<b>14.52</b>	16.66	15.71	15.63	16.15	<b>16.04</b>
xxxx xxxxxxxx	0	14.95	15.9	14.28	15.11	<b>15.06</b>	15.39	15.03	15.03	13.35	<b>14.70</b>
xxxx xxxxxxxx	2.51	19.76	19.91	19.28	12.21	<b>17.79</b>	19.9	19.45	20.04	19.86	<b>19.81</b>
xxxx xxxxxxxx	6.53	12.18	0	4.01	10.5	<b>6.67</b>	11.31	18.38	14.24	16.66	<b>15.15</b>
xxxx xxxxxxxx	0	20.11	19.98	19.88	19.36	<b>19.83</b>	17.13	20.2	20.01	19.98	<b>19.33</b>
xxxx xxxxxxxx	0	0	4.15	0	12.78	<b>4.23</b>	3.8	0	0	0	<b>0.95</b>
xxxx xxxxxxxx	0	19.88	19.76	16.05	17.86	<b>18.39</b>	15.01	15.78	18.86	4.18	<b>13.46</b>
xxxx xxxxxxxx	1.4	11.66	10.95	11.43	6.85	<b>10.22</b>	15.46	14.06	16.01	8.76	<b>13.57</b>
xxxx xxxxxxxx	6.16	0	5.06	5.18	5	<b>3.81</b>	5	0	5.05	0	<b>2.51</b>
xxxx xxxxxxxx					10.58	<b>10.58</b>	8.65	15.03	8.68	15.2	<b>11.89</b>
Department Average						<b>13.41</b>					<b>13.18</b>



## **FINDINGS:**

THE DEPARTMENT WOULD BENEFIT BY SETTING POLICIES IN PLACE OF COMPETING PRACTICES.

THE DEPARTMENT ASSISTANT MUST GATHER STUDENT SCHEDULES WITHIN THE FIRST TWO WEEKS TO IMPROVE COORDINATION OF COMPUTERS AND SPACES FROM SEMESTER TO SEMESTER

BETTER COORDINATION BETWEEN SUPERVISORS IS NEEDED TO FACILITATE COMPUTER USE THROUGH CHANGEOVERS

THE BEST USE OF RESOURCES (STUDENT, COMPUTER, & SPACE) WOULD ALLOW THE SAME SUPERVISOR TO OVERSEE THESE COMPLEMENTARY RESOURCES

A COMPUTER FOR EVERY SUPERVISOR (FOR EVERY 2 STUDENTS) MINIMUM IS NEEDED FOR OPTIMAL USE

NOT ONLY TRACKING BUT MONTHLY REPORTS OF STUDENT HOURS WILL HELP SUPERVISORS REACH THE DEPARTMENT'S COLLECTIVE GOAL OF 15 HOURS OR MORE PER WEEK (PER STUDENT)



**THANK YOU.**

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