



Student Training: A “One Library” Approach

UCLA Library

Access Services Department

Carlo Medina - Director,
Access Services

Alexandra Solodkaya - Access
Services Lead, Arts Library

You can reach us at:
cmedina@library.ucla.edu
asolodkaya@library.ucla.edu





1

Organizational Structure

One Library, 8 Locations



Organizational Structure

- 2015-16 Unified Access Services
 - Flat -> Hierarchical
 - Entry level: Library Asst. III
 - Leads: Library Asst. IV or V
 - Managers: MSO II
- Reorganization Goals
 - Remove silos
 - Seamless user experience
 - Streamline policies and procedures
 - Learn from each other's best practices
 - Create a career path (within and outside of UAS)



2

Challenges and Goals

What do we want to accomplish?

Challenges

- Pre-UAS = 9 different, self-contained ways of training
- Very little communication between units
- Every unit made its own rules
 - Often policies had not been reviewed in years or decades
- 8 physical locations
 - 140 students
 - 30 staff

Goals

- “One Library” feel for patrons
- Everyone hears the same thing at the same time
- Everyone hears from each other
 - Most impactful for Title IX/Safety
- Build on what worked before
 - AMP and Sciences had trained as a group
 - Safety and security (OEM+UCPD)
 - Supervisor training for Sciences/Biomed



3

Library Partnerships and Goals

Who do we want to work with?
What do we want to accomplish?

Library Partnerships and Goals

- Preservation/Conservation
- User Engagement Librarians
- Interlibrary Loan
- Library IT
- Broad training for all staff
 - ILL students participated in all sessions
 - Stacks Maintenance students took Customer Service
 - “Light” research assistance session for everyone



4

Campus Partnerships for Security and Safety

Working together to keep everyone safe

Campus Partnerships for Security and Safety

- Office of Emergency Management
- UCPD & Community Service Office
- Title IX Office
- Confluence software
 - Track incidences
 - Share official documentation
 - Export to PDF for UCPD
 - Video security footage and stills
 - Update in 2019-20 to central NVR



5

Building a Training Program

Planning and Structure

Planning Student Training

- April 2018 -> Zero Week 9/25 & 9/26 2018
- Identify training topics
- Break into small groups
- Repurpose previous training
- Use collaboration tools

Collaboration Tools: Box

The screenshot displays the Box file management interface. The top navigation bar includes the UCLA logo, a search bar labeled 'Search Files and Folders', and a view toggle icon. The left sidebar contains navigation options: All Files, Recents, Synced, Trash, Notifications, Notes, and Favorites (with a sub-note: 'Drag items here for quick access'). The main content area shows a breadcrumb path: 'All Files > Access Services > ☆ UAS Student Training - Fall 2018'. Below this is a table listing folders with columns for Name, Updated, and Size. A grid view icon and a right arrow are visible in the top right of the table area.

| Name ^ | Updated | Size |
|--------------------------------------|-----------------------|----------|
| AMP Student Training 2017 | Aug 1, 2018 by BR... | 7 Files |
| Assessment | Apr 10, 2019 by A... | 12 Files |
| Billing-Chromebooks-Tech Talk P... | Sep 25, 2018 by E... | 7 Files |
| Customer Service Session Planni... | Sep 25, 2018 by C... | 6 Files |
| Interlibrary Loans | Sep 20, 2018 by S... | 0 Files |
| Library Card Session Planning | Sep 26, 2018 by A... | 7 Files |
| Research Instruction | Sep 19, 2018 by D... | 2 Files |
| Safety and Security | Sep 25, 2018 by C... | 1 File |
| Science Libraries Student Trainin... | Jul 20, 2018 by R ... | 14 Files |
| Unit Rosters | Sep 24, 2018 by A... | 8 Files |

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Collaboration tools: Confluence

The screenshot shows the Confluence interface for the 'Access Services' space. The top navigation bar includes 'UCLA Library', 'Spaces', 'People', 'Create', and a search bar. The main content area is titled 'Access Services Home' and includes a 'Dashboard' link, 'Edit', 'Save for later', 'Watching', and 'Share' options. A central image shows a kitten reading a book with glasses. The right sidebar contains 'Quick Links' with three sections: 'IMPORTANT INFO' (Active Incidents, Title IX Information and Resources for Staff), 'INDEX TO BORROWERS' (Index to Borrowers), and 'WEPA PRINTERS' (WEPA Guide, Contact ASUCLA for paper jams, out of paper, call x52831 or write to readers@asucla.ucla.edu, For after hours reporting, contact the WEPA customer service number).


UCLA Library Spaces People Create ... Search ?

UCLA LIBRARY Access Services

Dashboard Edit Save for later Watching Share ...

Access Services Home

Created by Lisa Kemp Jones, last modified by Antonia Osuna-Garcia on Jun 14, 2017



Quick Links

IMPORTANT INFO

- Active Incidents
- Title IX Information and Resources for Staff

INDEX TO BORROWERS

- Index to Borrowers

WEPA PRINTERS

- WEPA Guide
- Contact ASUCLA for paper jams, out of paper
 - call x52831 or write to readers@asucla.ucla.edu.
- For after hours reporting, contact the WEPA customer service number

Structure of Student Training

- Two day training
 - 1 full day (8:30am-5pm)
 - 1 half day (9am-12pm)
- Dynamic sessions
 - 130 students in total
 - Mix of large/small sessions
- Classroom space
 - Availability of spaces to accommodate large and small sessions
 - Final determination in size/scale of sessions

Training Schedule:

| | |
|---|---|
| Staff | |
| UCLA Library | |
| Unified Access Services Student Training Fall 2018 Tuesday Sept. 25 2018 | |
| 8:30am..... | Continental Breakfast..... YRL Conference Room <i>Bob and Alex set up</i> |
| 9:00am..... | Welcome and Intro to Training..... YRL Conferen <i>Rikke and Allison – Welcome</i> <i>Bob and Alex - Intro</i> |
| 9:30am..... | Intro to Customer Service..... YRL Conferen <i>Carlo, Juan, Alex and Bridget</i> |
| 10:30am..... | Break! Set up Presentation Room, RC Classroom and SIL |
| 10:50am..... | Groups 1-3: Preservation..... YRL Conferen <i>Dawn Aveline et. al.</i> Group 4: Access Services Issues..... YRL Presenta Group 5: Access Services Issues..... RC Classroom Group 6: Access Services Issues..... SIL Classroo <i>Carlos, Estefani and Emily</i> |
| 11:20am..... | Switch! |
| 11:30am..... | Groups 4-6: Preservation..... YRL Conferen Group 1: Access Services Issues..... YRL Presenta Group 2: Access Services Issues..... RC Classroom Group 3: Access Services Issues..... SIL Classroo |
| 12:00pm..... | Lunch!..... YRL Entrance <i>Set up for lunch 11:30-12</i> |
| 1:30pm..... | Emergency Preparedness..... YRL Conferen <i>Lorraine Schneider of OEM</i> |
| 3:15pm..... | Break! |
| 3:30pm..... | Library Security Workshop; Title IX..... YRL Conference Room <i>Juan, Carlo and Tom</i> |
| 5pm..... | End of Day! |
| *RC Classroom – YRL Research Commons Classroom (behind CLICC lending) | |
| *SIL Classroom – YRL Research Commons (closer to Café 451) | |

| | |
|--------------|--|
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| 12:00pm..... | Lunch!..... YRL Entrance Patio |



6

Assess Assess Assess!

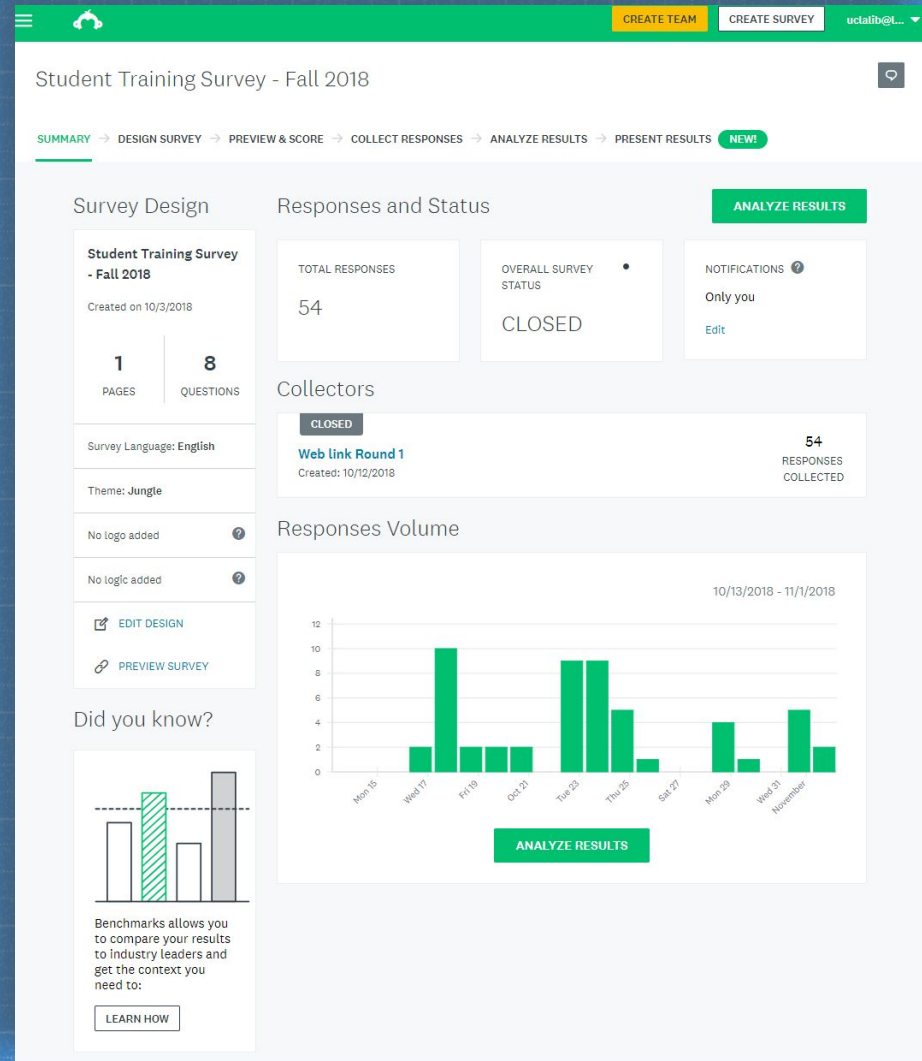
Don't forget to assess!

Assessment of Student Training

- Don't forget to assess!
 - Integral part of training
 - Design with assessment in mind
- Build a baseline
 - Some assessment is better than no assessment
- Use available tools
 - Free platforms: Survey Monkey, Google Forms

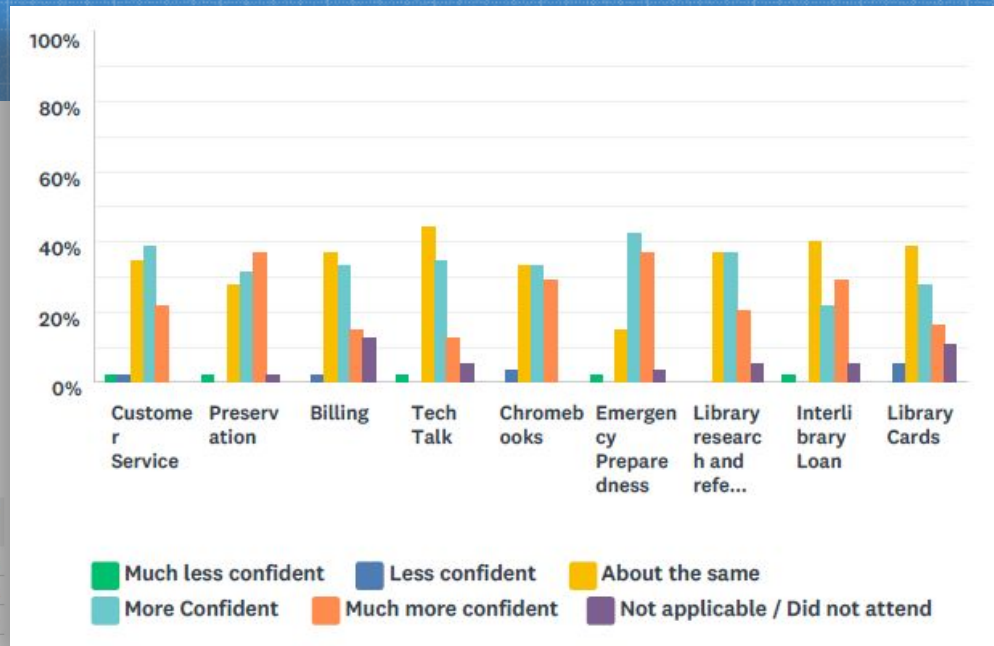
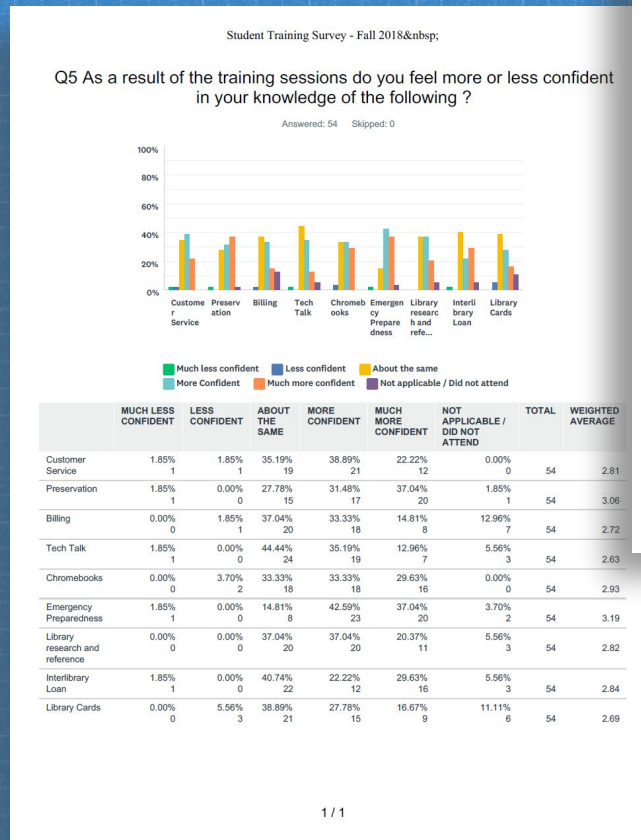
The Survey:

- 8 questions
- 2 quantitative
- 6 qualitative
- Gage impact of sessions
- Open-ended questions for a range of responses



Quantitative Questions:

Confidence Scale - Much Less -- About the Same -- Much More



Emergency Prep: 79.63% MC/MMC
 Preservation: 68.52% MC/MMC
 Customer Service: 61.11% MC/MMC
 Billing: 37.04% AS
 Library Cards: 38.89% AS

CREDITS

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Thanks!
ANY QUESTIONS?