

## Recruitment and Screener

### Target Audience

This user research will focus on student assistants and their perceptions and experiences regarding the current training program. The target audience for this study is an undergraduate student working with the University Libraries for less than one year. The ideal participant will be employed within the library at a service desk or within a department that provides customer service to end-users.

### Recruitment Screener

Thank you for participating in this survey. We are looking to improve training and on boarding for our student assistant training program. Your answers to the follow questions will help us determine if you will be included in future surveys and interviews regarding your experience with the current on boarding and training program.

Do you provide customer service for the University Libraries users?

- a. Yes
- b. No

How long have you worked for the University Libraries?

- a. Less than 3 months
- b. 3-6 months
- c. 6-9 months
- d. 9-12 months
- e. More than 1 year

What is your current class standing?

- a. Graduate or higher
- b. Senior
- c. Junior
- d. Sophomore
- e. Freshman

Would you consider yourself an introvert (quiet, thoughtful, reserved) or extrovert (outgoing, engaging, talkative) or somewhere in between both personality types?

- a. Introvert
- b. Extrovert
- c. Both

## Plan for Reaching Out to Potential Participants

The ideal candidates will be student assistants currently employed within the University Libraries. To engage more participants the team has asked all student supervisors to send the screener to current students working within their department. By first gaining buy in from the student supervisors through explaining the project and the potential benefits of standardized training at the recent supervisor's meeting, the team will have access to a larger pool of students. The team will ask that all student supervisors make this screener available via email and due by the end of the week to gage the student assistant's interest in the project.

### **Plan for Managing Research Session Logistics**

Schedule for research sessions:

1. Get permission to send survey out to student assistants employed at the circulation desk, media desk, computer help desk, branch libraries and the interlibrary loan department. Completed.
2. Create survey with screener to screen applicants for possible interview participants. Completed.
3. Schedule rooms for group interviews. Completed.
4. Email survey to student assistant supervisors to send out to students. Responses due Friday 4/8. Completed.
5. Send reminder email to student supervisors Wednesday 4/6 in the morning.
6. Review survey results and invite selected students to participate in group interviews scheduled for Wednesday 4/13 & Thursday 4/14.
7. Review notes from group interview. Record information into spreadsheet to analyze responses to discover patterns and trends.