New Partners: Research Librarians, Educational Technologists & Student Peer Tutors

Glynis Asu & Alexandra Wohnsen
Introduction

Competition vs. Partnership
Learning Goals & Outcomes

We hope to provide:

• A strategy for blending cultures to achieve collaborative service goals and outcomes, regardless of the organizational structure of Library and IT services (merged or separate).
• Strategies for strengthening course support through a blended professional and student workforce, including peer tutor training and management techniques.

Participants will:

• Obtain practical information about strategies for promoting collaboration rather than competition for faculty course support opportunities,
• Learn about blended assignments which incorporate digital, data science and research skills,
• Learn about how to effectively train and manage a large blended peer tutor workforce.
Partnerships across Divided Reporting Structures: Background
History of Collaboration

Past collaborations driven by the curriculum
Mandate: Merge Service Points

Multimedia Presentation Center

Reference Desk

https://www.dnb.de/EN/Benutzung/Services/services_node.html
Early Attempts
Early Attempts
Mission Ambiguity

Lack of Trust

Desire to Improve Partnership

https://rosenbaumframing.com/how-to-frame-a-puzzle/
Strategies for Successful Service Partnerships:

Tools that Worked and Why
Formal Process

- 10 Steps
- Iterative
- Start where you are
Major Factor: Extensive Structured Time in Small Groups
Aha! : Terminology & Language
Terminology and concepts used differently by Librarians and Educational Technologists

- ★ Service ethic
- ★ Triage
- ★ Concierge
- ★ Reference Interview/Consultation
- ★ Front line services
- ★ Referral

- ★ Outreach
- ★ Priority patrons / users / clients
- ★ Follow-up
- ★ Statistics
- ★ ‘Teaching to Fish’ vs. ‘Giving a Fish’
Cultural Changes at the Professional Level:

Breakthrough
Cultural Changes at the Professional Level:

Outcomes
Course Support Inclusivity and Instructional Design
Cultural Behaviors

• We developed blended planning templates to facilitate our communication with faculty.

• We often stopped by one another’s offices to chat informally, even when offices were on different floors of the building, and conversations easily turned to shared course support interests and ideas.

• We had organically created ways to learn from one another that fit into our daily routines.
Blended Course Support

RESEARCH & INSTRUCTIONAL DESIGN - MISSION

The Research & Instructional Design (R&ID) team provides research and educational technology assistance to faculty and students. We support both traditional and new models of student centered teaching, learning, and research in the liberal arts. Our team’s mission is to empower the Hamilton community to use information and technologies to engage in intellectual exploration, make informed decisions, and create and share knowledge.

EXAMPLES OF BLENDED LIBGUIDES:

How Do I Find:
- Digital Fluency Resources
- Statistics and Data (Evaluating Data)

Help with:
- Creating Instructional Videos
- Geographic Information Systems (GIS)
- Large Format Posters
- Photogrammetry
- Podcasts
Cultural Changes at the Student Tutor Level:

Breakthrough
Research Librarian Flexibility
Cultural Changes at the Student Tutor Level:

Outcome
Shared Cultures with One Service Identity
Strategies for a Successful Student Tutor Program
Creating the Research Tutor Program
Digital Media Tutors

- Diffuse management structure
- Multiple service points
- Varied services
- Tiered student workforce
Growing Collaboration

• Blended training
  – Workshops
  – Materials
• Merging services
  – Large Format Posters
• Mutual Understanding
Merging Management

- Streamlining administrative processes
- Best of each of the previous models
- Challenges of the pandemic
- Transfer of institutional knowledge
Additional Tutor Tracks
How far we’ve come

This year the Research & Instructional Design Team is graduating 20 student workers!

The whole division of Library & IT Services is graduating 45 student workers.
Next steps

• Continued growth & cross-training
• New suite of services for student-driven projects
• Growing campus awareness & professionalism through appointment booking
Conclusion

• We hope that these techniques and tips will serve a wide audience from many different organizational configurations, who desire to better blend in order to meet a common goal.

• Trust was established through familiarity, as collaborators met in small groups over a long period of time.

• From the professional merger, we were able to mirror a student peer workforce that provided the same high quality of service and campus reputation. The key has been to expand our tutor management team and divide the labor.
Thank you!

Our slides & conference proceedings paper

https://tinyurl.com/AsuWohnsenLOEX