

## **ERIKA**

Welcome to Let's SuDoc About It! - our virtual poster presentation about designing an interactive gov docs training for student workers. Presented by Erika Westhoff and -

## **LAUREEN**

Laureen Cantwell-Jurkovic.

## **ERIKA**

Our Checkout & Reserves team at Colorado Mesa University needed to take on government document pulling and shelving work upon the retirement of our long-time government documents technician. We found ourselves in need of resources to help train student workers--and possibly staff members as well. While there are many excellent LibGuides and webpages available, none seemed to meet our goals for the training we wanted to provide—or they are not easily discoverable or accessible at least.

## **LAUREEN**

This poster shares the LibWizard-based, interactive government document training module we devised for our student workers as well as our lessons learned and planned enhancements to the training a year into its use.

We selected LibWizard to create this tutorial for a few key reasons. First off, we already have a subscription to the platform – which is Springshare. It also contained a few essential features we wanted such as the ability to provide students with instant feedback on correct and incorrect answers and award them with scored certificates of completion. Finally, we appreciated how intuitive the interface was for creating this tutorial and how easy it was to deploy once finished.

## **ERIKA**

Creating and reviewing this tutorial took about 3 months of collaboration. Now, luckily for us, our technician gave 3 months' notice of her last day. I was able to learn SuDocs from a mixture of handbooks, guides, and asking Eileen a million questions before creating the first draft of this tutorial. So, the tutorial meant to teach students how to learn SuDocs was created by someone actively learning SuDocs along the way. Eileen and Laureen then went through it together over multiple drafts to offer feedback and guidance regarding improvements.

Again, deploying Let's SuDoc About It was an incredibly easy process. Implementation included adding the tutorial link to our D2L-based student worker training module and then piloting it with a curated selection of student workers. Small adjustments were then made based upon student feedback.

## **LAUREEN**

It should be noted here that our government documents collection is housed off-site in a warehouse. We wanted student workers to be able to independently go to the warehouse for shelving and implemented a few workflow activities to make that effective. For example, we designated a “Gov Doc” shelf for pre-shelving organization and created a flagging system to note pulled and reshelfed item locations at the warehouse. Both additions help Erika double-check students’ work, especially when they are first starting out.

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So, how it went: asking questions is the number one lesson we try to impart in all our different training tutorials. And 100% of students retained that most important takeaway: If you're unsure, ask!

About 30% of students who took this training scored greater than 80% on their first attempt. We used this as our threshold to determine who we would select to assist with pulling and reshelving government documents. Paired with our red slips for “reshelved” method, students have been successfully helping with stack maintenance for a full year now.

Future improvements: we included a feedback form at the end of the tutorial to gain insight into the future improvements students would like to see.

Student workers have requested: more shelving practice exercises, more content on Book Numbers, visual representation of the items they are "organizing" in the tutorial, and save points to encourage self-paced learning.

## **LAUREEN**

Looking back a year later, improvements that staff would like to implement include email notification of tutorial completion, students’ name attached to attempts/certificates, and horizontal drag and drop for organizing items instead of vertical drag and drop option currently available within LibWizard.

LibWizard does not currently support save points, but we have communicated this with Springshare regarding future innovations to LibWizard’s functionality and it sounds like those features might be on the way.

We invite you to explore this tutorial with the link that we have built into this poster. Thank you!