Reimagining Student-Centered Reference Services
The Research Assistance Functional Team (RAFT)

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1. Background
Background

Environmental Scan of each library

- Hiring
- Training model
- Space
- Stats/Trends

RAFT ‘Open Mic’
What we wanted to fix
Goals

- Cohesive training program
- Better applicant pool
- Amazing mentorship opportunities for students
3. Methods
Methods

Create new training curriculum

Review recruitment + marketing strategy

Collaborative interviewing + hiring
Create new training curriculum

7-week training curriculum

Combines in-person training with online asynchronous modules serving training outcomes
Student Training Revamp

Core Learning Outcomes:
- Research consultations
- Developing Research Questions
- Library Policies
- Subject-specific databases
- Special Collections nuances
Online Modules

Interactive, multimedia interfaces created by student-led ID team

Check them out: bit.ly/RAFTvids
Where can we add value?

Why should students invest in this work?

► For MLIS→
  ■ Professional experience
  ■ Teaching experience
  ■ Added responsibility
► General Customer service
Created promotional materials with student-friendly graphic highlighting skill development
4. Results

(preliminary)
 Increased leadership investment in student workers

 Wide lens = juncture for reflection

 Strengthen bonds between departments
5. Discussion + Next Steps
Challenges:

- Balancing core knowledge and discipline-specific library locations
- Communication between stakeholders
- Differences in collaboration style
Next Steps:

▶ Fold in other functional areas: Teaching + Learning, Outreach, Collections, & Research Partnerships
▶ Combined student budgets
THANKS!

Any questions?
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