User Experience (UX) Student Employee Recruiting & Hiring Plan

Grand Valley State University Libraries, User Experience Team
Compiled by Kristin Meyer & Deb Maddox; Fall 2015

Introduction
Grand Valley State University Libraries has approximately twenty-five User Experience (UX) student assistants who serve as the front-face of the Mary Idema Pew Library Learning and Information Commons. With a service model based on the benefits of peer learning, these UX students take the lead in staffing the library’s single service desk. At the service desk, UX students answer a variety of directional, circulation, technology, and abbreviated reference questions. UX students also give library tours, collect data on how students are using the library, assist with operational concerns and emergency procedures, and work on a variety of projects aimed at better understanding and improving library user experience. This is high-level student work that requires an intentional recruiting and hiring plan to ensure that prospective students have the skills and motivation to be successful in this position. These recruiting measures are also constructed intentionally to communicate our high expectations for students at the beginning stages of their employment as well as to provide them with experiences that may help them when it comes time for them to apply for professional positions.

Peer Hiring Elements
This plan involves various peer hiring elements. Specifically, existing UX students will use the application rubric to help vet application materials. Some will also sit in during the interview process, interacting with candidates and completing the interview rubric. These peer hiring elements have a dual purpose—in addition to providing us with valuable feedback, participation also gives existing students the opportunity to experience the hiring process from an employer’s perspective.

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Hiring Timeline for UX students starting in the Fall semester

Most of the UX student hiring happens in preparation for the Fall semester.

May:
- ✓ The position posts for an entire month on the GVSU job board as well as the library website
- ✓ Training is implemented for existing UX students and staff who will be involved in the hiring process
- ✓ We will email the leadership of at least five student organizations whose membership consists of minority populations within the GVSU community to raise awareness of these openings. This is a strategic recruiting measure consistent with library goals relating to diversity and inclusion.

June:
- ✓ Most applicants receive notification on work study awards this month
- ✓ Applications will be vetted
- ✓ Interviews will happen
- ✓ Hiring decisions will be made by July

A note about Winter 2016:
3-4 UX students will need to be hired for the Winter 2016 semester. The position will be posted from October 19-October 31. The new application, application rubric, and interview rubric will be tested at this time.
Position Summary:

Join a team designed to create a better experience for library patrons in the new Mary Idema Pew Library Learning and Information Commons! Become a User Experience Student Assistant and help staff the fast-paced library Service Desk. Excellent customer service skills, enthusiasm for the library, and the ability to work collaboratively with other students and staff are required. Primary responsibilities include assisting patrons with research and circulation needs, providing building information and tours, and assisting with emergency and safety procedures. Many varieties of shifts are available, all applicants are expected to be able to work flexible hours, including some evenings, weekends, and extra hours during Exam Cram and for training purposes.

Job Duties:

- Assist patrons at the library Service Desk and throughout the building with abbreviated reference assistance, circulation tasks, and general building information
- Roam the library to collect data, answer questions, and help with facilities and security-related issues
- Provide tours of the library
- Assist with opening and closing the library
- Assist with building emergency and safety procedures
- Promote library initiatives
- Conduct patron interviews and other User Experience research as needed
- Other duties as assigned

Required Qualifications:

- Excellent customer service and interpersonal skills
- The ability to prioritize multiple demands in a fast-paced work environment
- Enthusiasm for University Libraries and commitment to becoming an exemplary ambassador of the libraries
- The ability to work collaboratively with other staff and students

Preferred Qualifications:

- One years of customer service experience
- Work Study preferred
Employment Outcomes:
What you can expect to learn in this position
- Customer Service skills
- Experience in promoting/marketing an organization
- Knowledge of User Experience research techniques
- Basic emergency response training
- Communication skills: Ability to professionally communicate with persons verbally, written, and online.
- Teamwork: Ability to positively work and engage in a team structure.
- Problem Solving & Analyzing: Ability to make decisions and solve problems using creativity and reasoning.
- Flexibility & Adaptability: Ability to manage and adapt to changing work conditions and assignments.
- Administrative Skills: ability to plan, organize, and prioritize work.
- Cultural Sensitivity & Awareness: Ability to demonstrate respect and awareness to other people and cultures.
- Technology & Computer Literacy: Ability to use current technology and computer software.

Standard Hours for this Position:
Shifts are available from 6:30am – 2:30am; you may be required to work any combination of shifts and must have transportation during these hours. Typically UX students work between eight and fifteen hours per week during the Fall and Winter semesters.
Student Worker Application

Mary Idema Pew Library Learning and Information Commons
Service Desk – User Experience

Name: __________________________________________

Local Address: __________________________________ Phone: ______________

Home Address: __________________________________ Phone: ______________

Email Address: ___________________________________________________________

Major: ___________________________ Minor: ___________________________

Year in School: ___________________________ Work Study? ☐ Yes ☐ No

Why do you want to work for the University Libraries?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Please explain what you think excellent customer service includes.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Please explain how you would handle the following scenario: A prospective student and her family visit the library and stop at the Service Desk. They mention that the student is interested in coming to Grand Valley. How would you respond?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
Please describe any experiences you have had interacting with people in a workplace, volunteering, or in a club or extracurricular activity.

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

References: Please list two (faculty or previous employers) and include one letter of reference with your application materials.

Name: _____________________ Position: ______________ Phone: ______________
Name: _____________________ Position: ______________ Phone: ______________

Previous Employment: Please include employer, supervisor, address, position, responsibility, length of employment and reason for leaving. Use additional pages if necessary.

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

UX students work shifts between the hours of 6:30 am-2:30 am. You will be required to be available to work early morning, late night, and weekends. You will need to have transportation for all possible hours. Are you able to make this commitment?

☐ Yes    ☐ No

You will be required to attend a mandatory all-day orientation each year in August. Are you able to make this commitment?

☐ Yes    ☐ No

You will be required to work at least one overnight shift when the library holds extended hours for Exam Cram. Are you able to make this commitment?

☐ Yes    ☐ No

Please return your completed applications to the Mary Idema Pew Library Service Desk by _________________.

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UX Student Application Scoring Rubric

Applicant Name: _______________________________________________________

Evaluator Name: _______________________________________________________

Do you know this person? _________

Application Questions:

1) Why do you want to work for University Libraries?
   Check each category if the applicant mentions any version or any language related to the following:
   □ Is enthusiastic about University Libraries services or facility
   □ Has a desire to help people
   □ Has a desire to gain professional skills
   Scoring: One point per checkbox (0-2 points possible)
   Score: ____

2) What do you think excellent customer service includes?
   Check each category if the applicant mentions any version or any language relating to the following customer service practices:
   □ Approachability (smiling, friendly, giving full attention, making people feel welcome, empathy)
   □ Listening/asking clarifying questions
   □ Efficiency (giving correct information, being knowledgeable, being thorough)
   □ Going the extra mile (going above and beyond)
   □ Referring to others whenever it helps the end user (asking questions when necessary)
   Scoring: (1-3 points possible)
      3 (High: answer includes 3-5 of these components)
      2 (Medium: answer includes 2 of these components)
      1 (Low: answer includes 0-1 of these components)
   Score: ____

3) Please explain how you would handle the following scenario: A prospective student and her family visit the library and stop at the Service Desk. They mention that the student is interested in coming to Grand Valley. How would you respond?
   This answer will vary greatly. However, check each category if the applicant mentions any version or language relating to the following:
   □ Taking time to share enthusiasm for the University
   □ Making a personal connection with the family
   □ Offering additional information or resources or offering to answer additional questions
Scoring (1-3 points possible)

Scoring: 3 (High: answer includes some version of all three components)
Scoring: 2 (Medium: answer includes 1-2 of these components)
Scoring: 1 (Low: answer does not include any of these components)

Score: ____

Total Score from above ____

Additional Considerations:

Previous experience (employment and other experiences working with people)
Comments:

Letter of Reference
Comments:

Work Study? Yes or No

Overall:

Do you recommend we interview this candidate?
UX Student Interview Questions

1. Have you used the library often? If so, what’s your favorite space?

2. What interests you about this position?

3. What makes a job most enjoyable to you? What do you find frustrating?

4. Tell us about a time when you gave someone great service. You could use an example from past employment or something related to a volunteer or extracurricular activity.

5. Tell us about a time that you were involved with an angry or upset customer, coworker, or classmate. How did you handle the situation, and in hindsight, would you have done anything differently?

6. If you were working on the Service Desk, what kinds of things would you do to make yourself seem approachable to your fellow students?

7. If you were working in this position and during closing time you encountered someone who did not want to leave, how would you handle the situation?
8. Have you ever worked with a team? What did you like about it and what was challenging?

9. We require individuals we can rely on and who can be flexible with their time. Will this be a problem for you? Give us examples of each.

Do you have any questions for us or something you would like to share about yourself we didn’t ask?
UX Student Interview Scoring Rubric

Applicant Name: _______________________________________________________

Evaluator Name: _______________________________________________________

Throughout the interview, did the applicant do or demonstrate the following:

☐ Smile
☐ Make eye contact with interviewers
☐ Effective interpersonal skills
☐ Poise
☐ Enthusiasm for University Libraries
☐ An understanding of good customer service practices
☐ Some relevant experience (work, volunteer, extra-curricular activity)
☐ The ability to effectively deal with an emergency

Tour Activity

☐ Did the applicant introduce themselves and welcome you?
☐ Was the applicant personable?
☐ Did the applicant display the ability to “think on his or her feet?”
☐ Did the applicant ask if you had any questions?

Scoring (Each checkbox counts for one point)

Total Score: __________

Comments: