

# “The **Future** is Already Here”



Intern Training for Next-Generation  
Academic Librarians

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# Our **plan** for today



- Quick literature review
- Background on UNCG's Research, Outreach, and Instruction Internship
- The intern training program
- Interns in their own words



# A quick look at the literature...



# Major themes

- Internships connect theory with practice in LIS education.
- Internships can supplement or fill gaps in LIS program curricula.
- Internships should be meaningful and authentic.



*“Internships serve as important introductions to the **real world** of academic librarianship and give students an opportunity to ground the theory of their reference and instruction education in a professional setting.”*

*(Lewey & Moody-Goo, 2018, p. 238)*



*Interns “learn to integrate their theoretical coursework with practice by learning ways in which theory is integrated with practical applications. There are **no really acceptable substitutes** for learning **professional behavior and norms** other than experiencing the realities and the demands of the profession.”*

*(Werner & Kenefick, 2013, p. 181)*



*Interns “can apply concepts and theories learned in MLIS coursework to day-to-day situations working in a library, developing a more in-depth and well-rounded understanding of the **profession’s expectations and conventions**. Such exposure helps students **plan their careers, network** with library professionals, decide what types and areas of libraries best suit them, and **define their professional goals**.”*

*(Lewey & Moody-Goo, 2018, p. 239)*



*“Further examining the literature demonstrates that there is **a gap in LIS students’ classroom education**, therefore making internship scenarios crucial for rounding out a student’s dossier before applying for academic library jobs.”*

*(Denda & Hunter, 2016, p. 255)*





*Instruction training is especially important for MLIS students because **instruction experience**, often required for full-time, academic librarian positions, is not provided in most MLIS programs.*

*(Lewey & Moody-Goo, 2018, p. 240)*



*“One thing that I find less common among applicants right out of library school is experience teaching, which is a big part of academic library public services work. **It’s hard to get teaching experience if you don’t already have some, so it’s a difficult position for students to be in.** But having experience doing library instruction, teaching in a different setting, or even including a teaching statement go a long way for jobs that involve instruction.”*

*(Eamon Tewell, qtd. in Dixon, 2018, p. 33)*



# Best practices

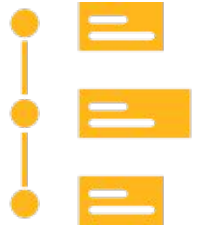
- Empower interns to make decisions (and mistakes).
- Design meaningful, authentic experiences.
- Integrate reflection and feedback.

(Doyle, 2008; Lewey & Moody-Goo, 2018; Nutefall, 2012)



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# Research, Outreach, and Instruction Internship



# A **brief** timeline

- **1988:** Interns began staffing the reference desk in Jackson Library.
- **2003:** The program shifted focus to students enrolled in the UNCG LIS program. Orientation and training expanded.
- **2015:** Diversity resident Orolando Duffus surveyed past interns to assess the program.\*
- **2017:** Coordinator reopened recruitment beyond the LIS program.

\*More soon!



## **Current position** description

ROI interns work at the reference desk in Jackson Library, providing research and directional assistance in person, by virtual chat, and by phone. Interns also participate in paid training, including an orientation before their first semester and weekly training sessions focused on resources and trends in reference. Night and weekend work is required. Students in the Library and Information Studies program will receive preference, but any graduate student is welcome to apply.



# Qualifications

## Required:

- Excellent oral and written communication skills.
- Ability to prioritize and multi-task effectively.
- Commitment to two consecutive semesters of work.
- Technology troubleshooting skills.
- Strong service orientation.

## Preferred:

- Strong customer service background.
- Library experience.



# Intern training





# Training, then and now

- **pre-2003:** Interns participated in a paid orientation and regular training sessions.
- **2003-2008:** The orientation program expanded; teaching/information literacy were added to the training curriculum.
- **2008:** Coordinators added the “Interns teach” requirement.
- **2014:** Coordinators added the “Interns pre-teach” requirement.



# Survey says...

**Orolando Duffus reports results from a survey of interns participating in the program from 2010-2015 in his 2017 article, “Assessing UNC-Greensboro’s Reference Interns Program: Enhancing the Employability of LIS Students”**



## Reference **skills** and sources

“83 percent of respondents shared their satisfaction with the training opportunities on reference best practices and subject specific databases. They emphasized that acquiring those skills was vital to them in gaining employment as librarians.”

(Duffus, 2017, p. 261)



## Library **instruction** exposure

“The second most valued aspect of the internship program was the exposure to library instruction during the weekly training sessions and the ability to do mock library instruction at the end of each semester. Many reiterated that those teaching experiences helped them to gain confidence and improved their overall ability to present. Those teaching experiences were also instrumental when interns were asked to do a sample teaching session or presentation during job interviews.”

(Duffus, 2017, p. 261)



## **Interns wanted...**

- More teaching experience
- Required mock interviews
- More one-on-one mentoring
- More familiarity with liaison roles and the range of responsibilities of academic librarians

(Duffus, 2017, p. 261)



# Recent training topics



# Resource training

- Zotero
- Government documents
- Microforms



# Disciplinary approaches

- Business research
- Health science research
- Primary sources





# Techniques

- Chat reference interviewing
- Advanced searching
- “Think like a patron” day
- Instructional design
  - [Instructional material creation](#)
    - [Infographic examples](#)
- Job searching



## **New** and coming soon!

- Open Q&A with ROI Librarians
- Intercultural development inventory (IDI) training



**Let's hear from  
some interns...**

“

*How has the intern training program prepared you for a current or future career in librarianship?*





“

*What was your favorite session or topic during your training?*







“

*How has the intern program impacted the way you see yourself as a library professional?*







*Is there anything else you  
want to say about your  
experience as an ROI  
intern?*







# From our current interns



## **What motivated you to seek out this internship?**



“To receive mentorship from librarians and to get some work skills at an academic librarian.”

## **What motivated you to seek out this internship?**



“...for the opportunity to work with a dynamic group of librarians who have an excellent track record of producing quality library professionals.”

## **What motivated you to seek out this internship?**



“I was looking for ways to gain experience in a library, especially instruction experience.”

## **What motivated you to seek out this internship?**



“I wanted a chance to get experience working in an academic library.”

## **What motivated you to seek out this internship?**



“I wanted to gain experience in a different library setting. I also desired to improve my reference skills and work directly with library patrons.”

# What training sessions/topics are you looking forward to?



“Resume help and different career paths in academic libraries.”

## **What training sessions/topics are you looking forward to?**



“I am looking forward to the Q&A with current ROI librarians as well as Government Documents training.”

## **What training sessions/topics are you looking forward to?**



“I am looking forward to learning about information literacy and microfilms.”



# What training sessions/topics are you looking forward to?



“Anything on instruction!”

# What training sessions/topics are you looking forward to?



“Information literacy and Q&A with ROI librarians.”



# Thanks!

Any questions?



**References coming soon**



# Credits

Special thanks to all the people who made and released these awesome resources for free:

- Presentation template by [SlidesCarnival](#)



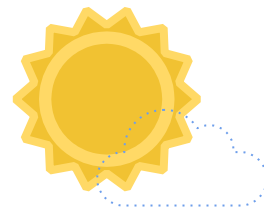
SlidesCarnival icons are editable shapes.

This means that you can:

- Resize them without losing quality.
- Change fill color and opacity.
- Change line color, width and style.

Isn't that nice? :)

Examples:



Now you can use any emoji as an icon!  
And of course it resizes without losing quality and you can change the color.

How? Follow Google instructions

<https://twitter.com/googledocs/status/730087240156643328>



and many more...