SS Retrieving/Paging/Pulling

Learning Objectives for Student Employees

By the conclusion of this training activity, students assistants will be able to:

1. Efficiently locate and retrieve items from the main collection using Alma pick slips.

Learning Activities

1. Read/engage with the wiki page and discuss information with a mentor.
2. Pulling demonstration by a mentor.

Assessment

1. The student employees will retrieve items using real pull slips from the Alma pick list

Training Instructions for Supervisors

1. Get Setup

   ★ 1. Review the training guide learning objectives (above) to familiarize yourself with the goals of this module. This should take 5-15 minutes.

   ★ 2. Set up the student assistants:

   a. Open the wiki page on available computers
   i. The computer next to the supervision desk
   ii. The computer by the preshelving wall
   iii. A laptop/desktop behind/near the circulation desk (only if necessary)

   b. Print the wiki page for yourself, and have the student assistants read/engage with the wiki page using the computers.
   (Some wiki pages include links to audio-visual resources, so student assistants may need head phones.)

   c. While available to answer any questions at the supervision desk, read the printed wiki information as the student assistants progress through the wiki page on the computers.
   This will ensure that you are providing the student assistants with the most up-to-date information during the next steps of training.

2. Discuss

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   Host a group discussion with all training participants. This should take 5-20 minutes depending on the number of student assistants you are training.

   Include student assistants who have already completed training (when available) can help to spark discussion and reinforce content for more experienced student assistants.

   1. Ask: Any Questions?

   2. Listen and verify understanding of information the student assistants just read on the wiki.

      a. Point out correct information.
      b. Fill in gaps.
      c. Share personal experiences and insights relating to the content.

   d. Ask the student assistants content-specific questions:

      i. What are pick slips used for?
      ii. What are vertical and horizontal slips used for?
      iii. How do you know if you are locating an item, or if you are locating a specific article within a book?
      iv. What is different between how you file a pull slip for an electronic ILL vs. an ILL being sent by physical mail?

   e. Reiterate: These items need to be pulled from the shelf and brought to the circulation desk.

3. Next Steps

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   1. Go upstairs with student assistants:

      a. Explain that you will first be showing them how to pull items from the Alma pick list.
      b. Using real Alma pull slips, physically show the students how to pull a few items.

         i. Do not include ILL, periodical, DVD, OR GOV DOC searches at this point. Only pull from the regular collection, and only with Alma pick slips.

      c. Reiterate how to navigate efficiently using the "not yet/too far" method.

      d. Staff members can create sample hold requests for training purposes, if needed.