

**2015**

**Access Services Conference**

**A Winning Combination:  
Gamification and Student  
Employee Training**



**ECKERD COLLEGE**  
**LIBRARY**



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Circulation Supervisor  
Eckerd College



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Reference, Instruction and Access Services Librarian  
Eckerd College



Maggie Lyons



Keelie Armitage



Julia Tanquary

# Eckerd College St. Petersburg, FL



# Eckerd College Library



# Access Services Organization



Circulation Desk



Reference Desk

Why did we invest in change?



# Hear from our library work scholars!

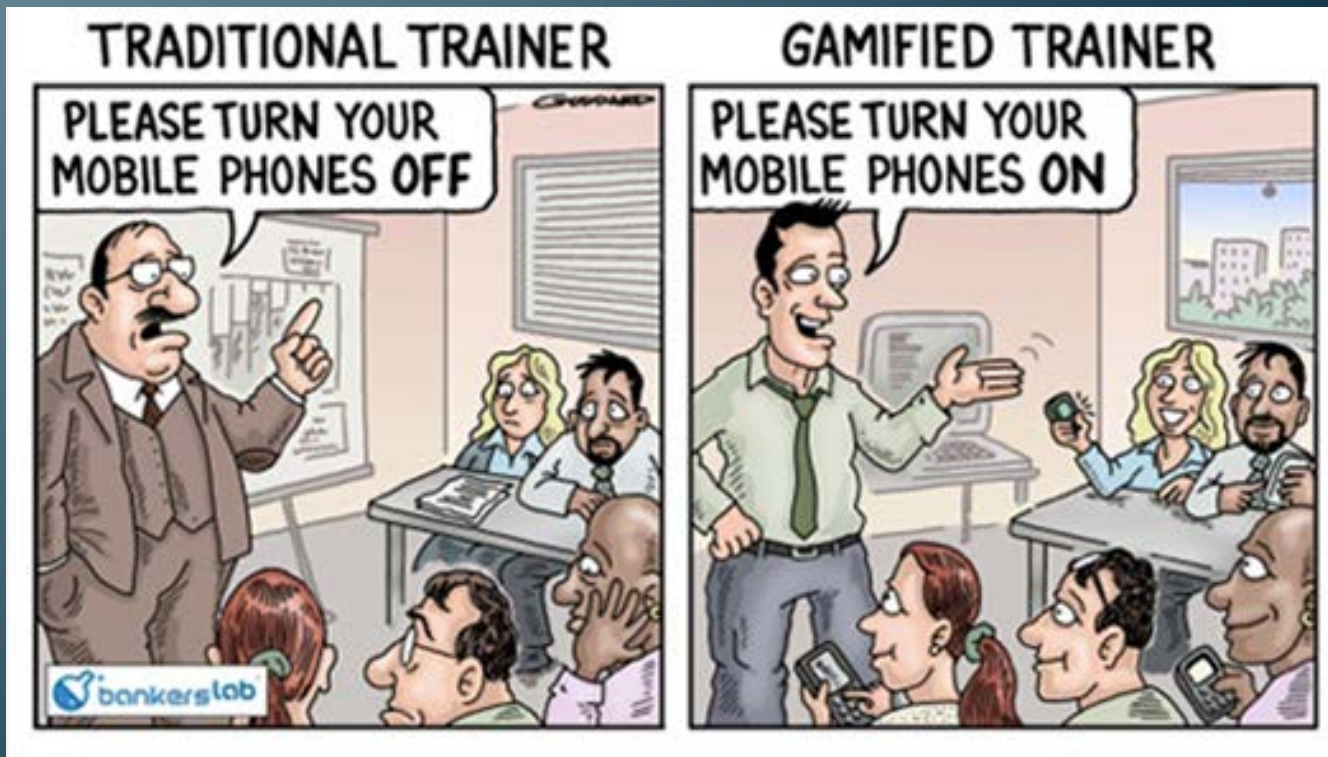
**Maggie  
Lyons**



**First Year Student**

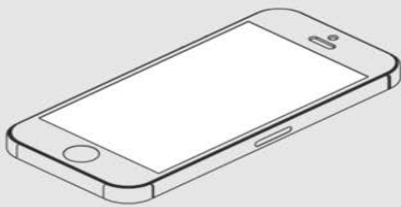
# ❖ POLL

## Get out your phones!





Go to [www.govote.at](http://www.govote.at)  
and use the code  
64 16 76  
to answer the question!



**1** Grab your phone

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**3** Enter the code  
64 16 76 and vote!

The background features a light blue gradient with numerous thin, vertical, slightly wavy lines in a darker blue shade. A solid blue horizontal bar is positioned at the bottom, containing the title text. The entire slide is framed by a thin yellow border.

# A WINNING COMBINATION: GAMIFICATION AND STUDENT EMPLOYEE TRAINING

# Today's Presentation Outline

GAMIFICATION:



SHOULD YOU GAMIFY?

moodle

Hear  
directly  
from our  
students!





# Gamification

What is it and why should you use it for training library student employees?





# Planning for success

1. What is your mission?
2. What type of content will support goal achievement?
3. Where will you host these activities?
4. How will you assess the program?
5. How can you sustain the program?



# Moodle

## Library Workscholar Training Program

### NAVIGATION

Home

- My home
- Site pages
- My profile
- ▾ Current course
  - ▾ Workscholar Training
    - Participants
    - Badges
    - General
    - Getting To Know The Library
    - Student Employment: Basic
    - Student Employment: Intermediate
    - Customer Service: Basic
    - Interlibrary Loan: Basic
    - Circulation
    - Voyager: Basic
    - Voyager: Intermediate
    - Technology: Basic
    - Technology: Intermediate
    - Library Equipment: Basic
    - Emergency Procedures and Building Security
    - Library Research: Basic
    - Study Room Reservation System
- My courses

### ADMINISTRATION

- ▾ Course administration
  - Grades
- ▾ Switch role to...
  - Return to my normal role
- My profile settings



## Library Work Scholar Training Program



News forum



Work Scholar Google Calendar

### Getting To Know The Library

#### LIBRARY STAFF AND FACULTY



Librarians



Library Staff



Library Work Scholars

#### BUILDING LAYOUT



Map of the first floor of the Eckerd College Library



Library Map Floor One Puzzle



Map of the second floor of the Eckerd College Library



Library Map Floor 2 Puzzle

#### LIBRARY DEPARTMENTS



Access Services Department



Technical Services Department



Collection Development and Electronic Resources



Reference and Information Literacy Instruction



Jewels of Wisdom: Library Edition

Jewels of Wisdom: Library Edition is a fun game designed to introduce you to new vocabulary often used to describe library services, equipment and collections. Can you beat our high score?



Check Yourself! How Well Do You Know Your Library?



# Hear from our library work scholars!

Keeli  
Armitage



**Second Year Student**

# Gamified Training Opportunities

**Team  
Building  
Activities**

**Scenario  
Based  
Training**



**Assessment**

**Marketing  
and Design**

**Technology  
Proficiency**

# Team Building Activities



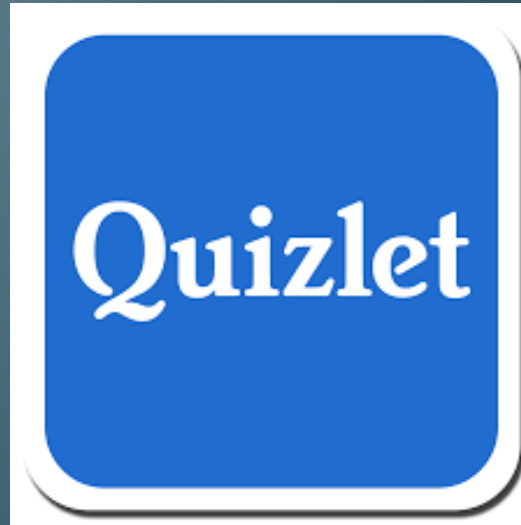
Discussion Boards



# Scenario Based Training



# Assessment



# Jewels of Wisdom

« Back to Eckerd Library

Hi eckerdlibrary ▾

SCORE  
0

II PAUSE



TIME  
0:17.3



Papercut

Charge

Interlibrary  
Loan

To lend an item owned by the library to a library customer.

The shelving units used to organize physical books, journals and dvds.

The process of proofreading library of congress call numbers to ensure materials are shelved in...

Catalog

Onesearch

Microfilm

The print management software used to release print jobs on campus.

The name of the tool used to search multiple library databases.

The electronic list of library items.

Fine

Patron

Stanchion

The machine that activates and deactivates the security strips on library materials.

The address of a specific library item on the shelf.

The blue nylon ribbon used to block entry to the library office areas.

Call number

Discharge

Loan

Monetary penalty for not returning an item on time.

A free service that allows library users to borrow materials from other libraries.

A length of film containing microphotographs of a newspaper or journal.

Shelf reading

Stacks

Sensitizer

A library customer.

To check out an item to a library customer.

To check library materials back in to the collection and remove them from a customer's account.

# Technology proficiency

Library  
Creation & Learning  
Centers

Continuing education opportunities made possible via an [Institute of Museum and Library Services \(IMLS\)](#) grant administered by the [Colorado State Library](#).

Subscription  
Products:



# Library Creation and Learning Centers

## Library Creation & Learning Centers



[Home](#) [Calendar](#) [Online Training](#) [Makerspaces](#) [Technology](#) [Customer Service](#) [About Us](#)

### Home

### Online Courses for Staff

New to the library? Our [Getting Started with Library Customer Service](#) course will provide a great introduction to customer service in the library setting.

More and more, library staff are assisting customers with technology questions, and are providing classroom-based technology instruction. The [Online Tech Training for Staff](#) course can help you get up to speed with technology training.

Access the courses:

- [Getting Started with Library Customer Service](#)
- [Online Tech Training for Staff](#)



### Digital Creation

Looking to add a digital creation station in your library? Check out our [list of digital creation software](#). Most software in the list is free!

- [Digital Creation Software](#)



### Library Makerspaces

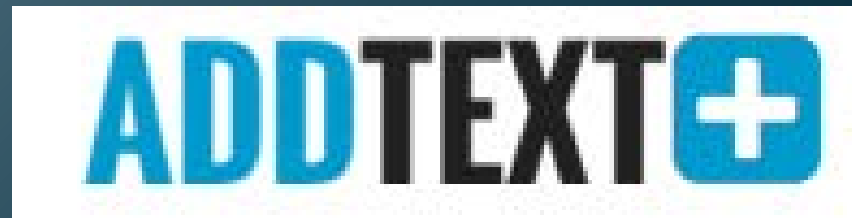
Wondering what all the hype is about with library makerspaces? Learn all about it with our library makerspace resources.

- [Library Makerspaces](#)
- [Programming Ideas for Makerspaces](#)
- [Creation and Makerspace in Libraries Listserv](#)





# Marketing and Design



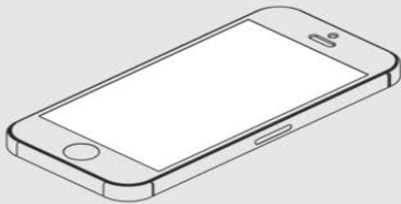
The Rasterbator

# Digital Badging



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# Key results of gamifying student worker training

# Benefits of gamifying student training

Julia  
Tanquary



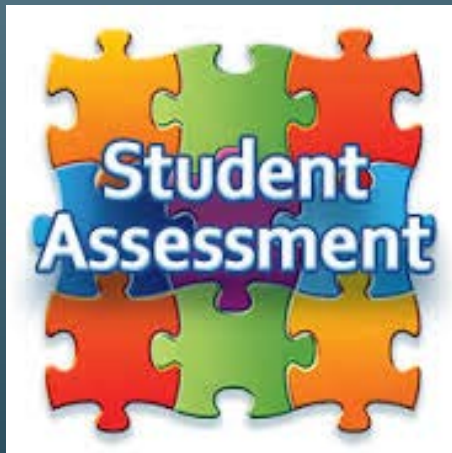
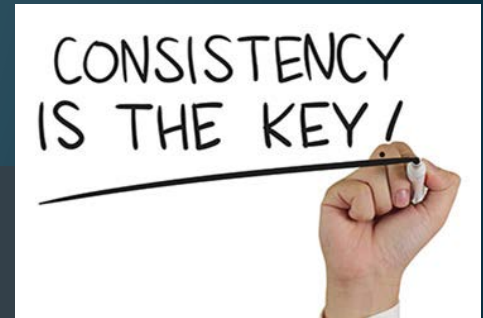
Third Year Student

# Benefits of gamifying student training



TELL ME AND I FORGET  
TEACH ME AND I REMEMBER  
INVOLVE ME  
AND I LEARN

BENJAMIN FRANKLIN





Future implications

# What do we hope to accomplish next?



- Rely less on embedded Moodle games



- Evaluate the costs/benefits of collocating our Moodle course



- Explore linking badge awards with Mozilla's open backpack.





# Key concepts



# Time to play and test your knowledge!

Gamification

Training

The Winning  
Combination

Question  
A

Question  
B

Question  
C

# Gamification ♦ Question A

**Gamification  
increases  
employee...**

# Goals of Gamification

- Engagement
- Active Participation
- Team Building
- Loyalty
- Motivation



# Gamification Tools ♦ Question B

**A learning  
management system  
that allows for  
multiple training  
levels?**

# Moodle

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# Gamified Training ♦ Question C

**Name one benefit  
of gamified  
training...**

# Benefits of gamifying student training



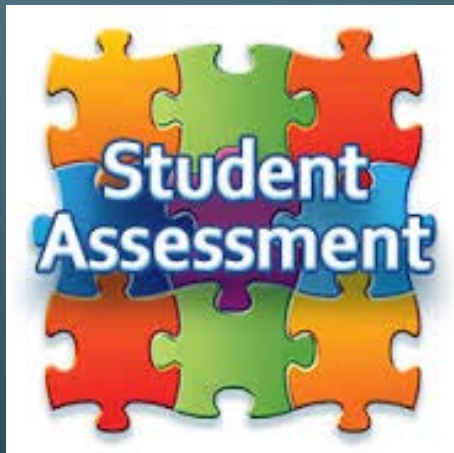
TELL ME AND I FORGET  
TEACH ME AND I REMEMBER  
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BENJAMIN FRANKLIN



CONSISTENCY  
IS THE KEY!

Sustainability!

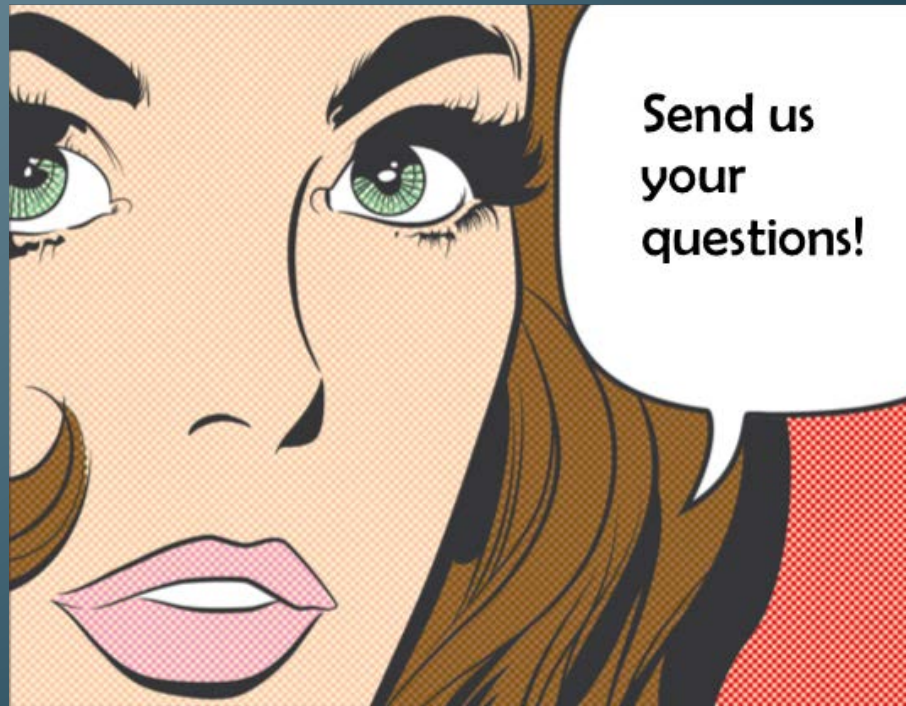




GAME OVER

## ❖ POLL

We want to hear from you!



Go to [www.linkedin.com/company/kakushinwebinars](https://www.linkedin.com/company/kakushinwebinars) and use the code  
64 16 76 to send us your questions!



ECKERD COLLEGE  
LIBRARY

[http://libguides.eckerd.edu/  
asc2015](http://libguides.eckerd.edu/asc2015)



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