BRING YOUR WHOLE PERSON TO WORK DAY

Student Professional Development
in the Time of COVID-19

HELLO!

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Franny (**Director of Digital Scholarship Services**) and Kate (**Digital Scholarship Librarian**) run the UO Libraries DREAM Lab where they partner and support other UO faculty and graduate students in building digital research, education, and media projects and advancing open scholarly communications.

WHAT DOES THE DREAM LAB DO?

ABOUT THE DREAM LAB

Managed by UO Libraries' Digital Scholarship Services Department

Donor-funded initiative

Intended to facilitate, support, and offer collaboration opportunities

For faculty and graduate students working on digital scholarship and public-facing research and education projects (i.e., mapping projects, digital exhibits, book companion websites, etc.)

STUDENT EMPLOYMENT 2019 - EARLY 2020

- The DREAM Lab celebrated its grand opening in February 2019 and was staffed by DREAM Lab Assistants starting in Fall 2019.
- They supported the physical space, working at a support desk and facilitated the use of the technologies within. Events, workshops, class sessions, and meetings were regularly held throughout the term and required setup and troubleshooting.
- When students weren't helping with the service point, they would engage in project work, including researching digital tools, writing blog posts, and creating digital media, among other tasks.

A NEW CONTEXT FOR STUDENT EMPLOYMENT

- Students were not working on digital projects 100% of the time, requiring new kinds of digital literacy and technology skills
- The overarching project we had for students wasn't busy work, we needed it done
- It supports digital scholarship consultations and shows the power of WordPress and Divi as a presentation tool
    - All of us had invested in each other — students and supervisors — and ensuring their continued employment was also important

Let's frame student training within their job responsibilities

PRE COVID-19

Student Job Requirements

- In-person work
- Managing DREAM Lab Service Desk and technology support

PRE COVID-19

Supervision Requirements

- On-boarding, e.g. Introduction to UO Libraries and DREAM Lab, team training, communication spaces, etc.
- Trainings on customer service support, employment communications; technology troubleshooting
- Performance Management, e.g. meeting with supervisor, expectations setting and term goal setting

PRE COVID-19

Supervision Resources

- Intranet on UO Blogs, e.g. policies, guidelines, shift checklists, etc.
- MS Teams
- Smartsheets for keeping students moving along with small project work
- OneDrive for project management

WINTER 2020

Workplace Transition

Student Job Requirements

- A mix of in-person work and remote work
- Part of winter term was DREAM Lab service point job responsibilities
- Part of winter term was figuring out how to take care of yourself when everyone went remote

SUPERVISOR REQUIREMENTS & RESOURCES

SPRING 2020

Bring the Whole Person to Work

Setting Supervisor Priorities - People First, Make Sure They are Okay.

- Keep students employed and getting their paychecks
- Build a lot of structure with consistency to help make stability
- Led with vulnerability and honesty about what's happening in the world
- Make emotional connections and lead with empathy
- Implement new norms for remote work
- Heavily pointing to student support resources on campus

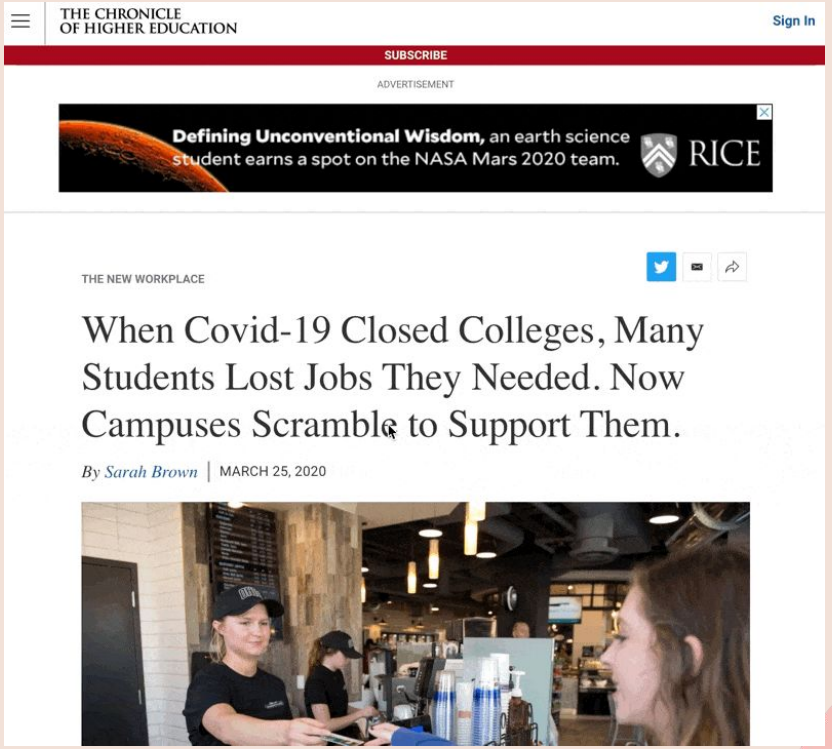
Why take this approach?

Acknowledge Humanity

- COVID-19 started, George Floyd
- Social connection fights depression
- Uncertainty can be scary and causes anxiety
- We're all going through a crisis, everyone needs support
- Beginning of Surge Capacity
- Money pays our bills so we can live our lives
- Building in meditation and mindfulness at work while getting paid

Acknowledge the Workplace

- We gotta keep things running
- Built in structure and processes for remote work experiences
- Accountability for showing up to get paid
- Regular weekly meetings with Librarians and DREAM Lab GE
- Reminders about benefits like sick leave
- Consistent work schedules with flexibility
- DREAM Lab Zoom Team Meetings



Chronicle of Higher Education: When Covid-19 Closed Colleges, Many Students Lost Jobs They Needed. Now Campuses Scramble to Support Them.

Humanity & the Workplace Connections

THE SUPERVISOR SETS THE TONE

- Trying to make stress free work environments
- People choose what they share or do not. Vulnerability and authenticity doesn't mean telling everyone about your therapy appointment or specific life details
- Make room for mistakes and errors - Failure is okay. Let's coach students their challenges
- Productivity is not the point! Process over product
- Supervisor authenticity, consistency, stability, and structure helps make a secure work environment

So... what was Spring 2020 like?

Our small and mighty team of 6 undergrads, 1 GE, and 2 Librarians

Structure, Stability, Consistency, and Connection

- Adapted and repurposed supervisor and employee resources for remote work
  - Re-do on-boarding and performance management for job changes
  - Reworked documentation management and expectations for student engagement with resources
- Regular weekly 30-45 minute Zoom meetings with Kate or DREAM Lab GE Anna
- MS Teams for direct messaging
- Required short weekly journal reflections to use as talking points for weekly meetings

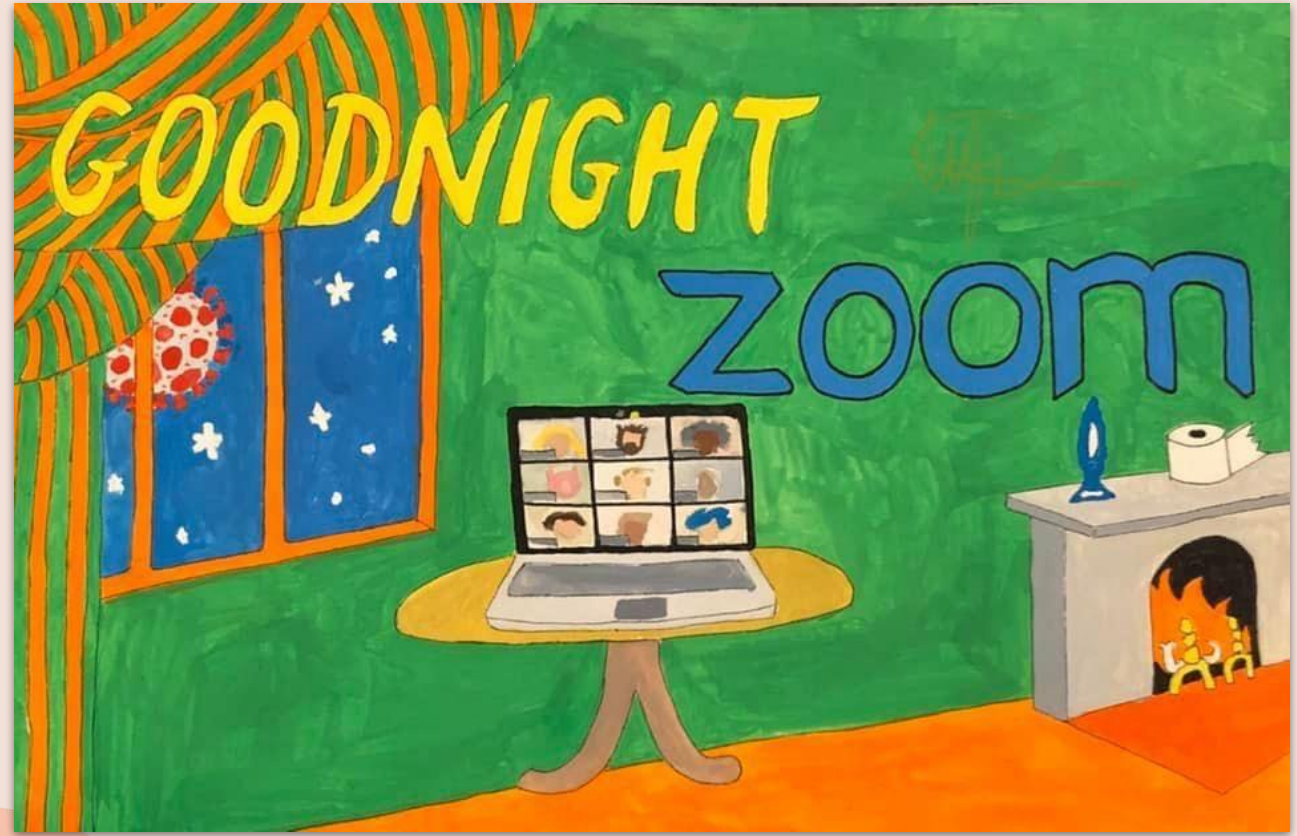
Examples: DREAM Lab Remote Work COVID-19 On-boarding FAQ; DREAM Lab On-boarding Checklist; Shift Journal Template

Structure, Stability, Consistency, and Connection

- Process over product — We're all doing our best and enough
- Keeping to project timeline as best as possible
- Meet with other library faculty and professional staff to help solve project issues
- Constantly asking how students are doing with school and life and pointing them to resources through UO
- Building a Mindfulness Practice into Work

BUILDING A DIGITAL PROJECT

CONCLUSION



THANKS

We'd be delighted to take questions
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