

BRING YOUR WHOLE PERSON TO WORK DAY

Student Professional Development
in the Time of COVID-19

HELLO!



KATE THORNHILL



FRANNY GAEDE

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.



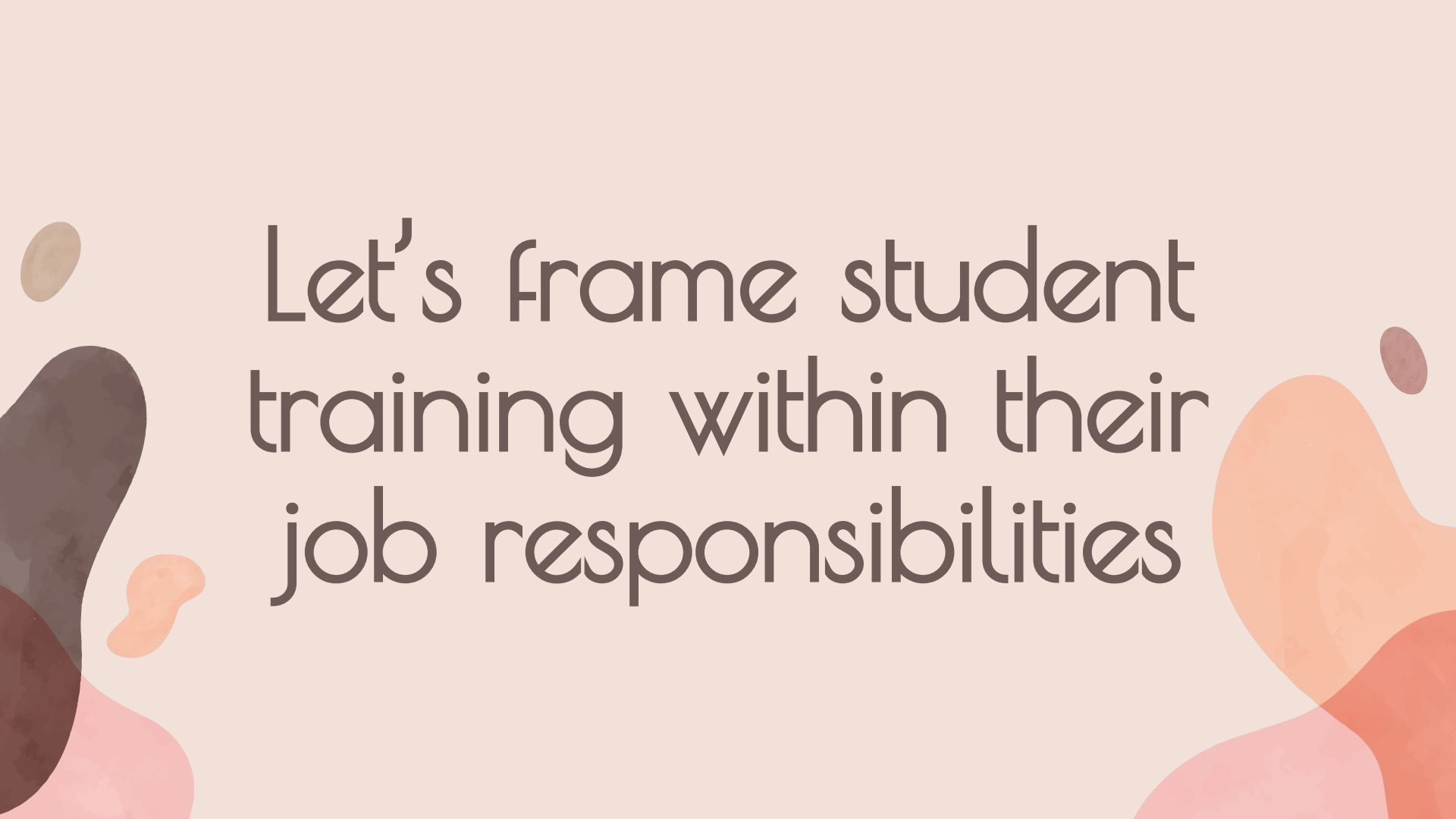
EVERYTHING IS

CANCELLED

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

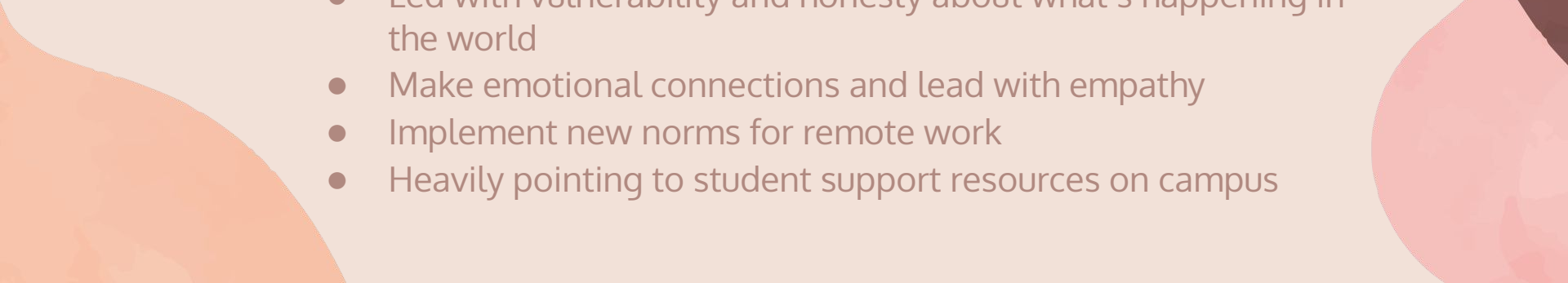




SPRING 2020

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?



HANDLE WITH
CARE

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

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Defining Unconventional Wisdom, an earth science student earns a spot on the NASA Mars 2020 team. 

THE NEW WORKPLACE   

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

By Sarah Brown | MARCH 25, 2020



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?

The screenshot shows a Zoom meeting window. At the top, the menu bar includes 'zoom.us', 'Meeting', 'View', 'Edit', 'Window', and 'Help'. The status bar at the top right shows 'Sat 10:01 AM'. The main area displays a 3x3 grid of video feeds for nine participants: Franny Gaede, Kate Thornhill, Blake Hardin, lizzypalmquist, Marcus Ren, Anna Lepski, and Victoria Dang. All participants are giving thumbs up. On the right, the 'Participants (9)' panel lists the names and includes icons for mute, video, and chat. Below this is a 'Chat' panel with a search bar and a message from 'Me to Everyone' containing two Google Docs links. At the bottom, the Zoom toolbar includes icons for Mute, Stop Video, Security, Participants, Chat, Share Screen, Polling, Record, Breakout Rooms, Reactions, and an 'End Meeting' button.

zoom.us Meeting View Edit Window Help

Zoom

Speaker View

Participants (9)

Search

Kate Thornhill (Host, me)

Anna Lepski (Co-host)

Franny Gaede (Co-host)

Blake Hardin

Ishani Shrestha

yes no go slower go faster more clear all

Invite Mute All Unmute All More

Chat

sa=t&rc=j&q=&esc=s&source=web&cd=1&cad=rja&uact=8&ved=2ahUKewie2sadtPloAhULqJ4KHTLZAYUQyCkWAHoECAsQBA&url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DMh4f9AYRCZY&usg=AOvVaw3rkPCIFOTTDmTzoKY096W8https://www.youtube.com/watch?v=Mh4f9AYRCZY

From Me to Everyone:
https://docs.google.com/document/d/16bRyQmVITXR_a8EB2Jzz2PuCUKNsauwITAGNgVxg/nug/edit?usp=sharing

From Me to Everyone:
https://docs.google.com/document/d/16bRyQmVITXR_a8EB2Jzz2PuCUKNsauwITAGNgVxg/nug/edit#

To: Everyone

Type message here...

Mute Stop Video Security Participants Chat Share Screen Polling Record Breakout Rooms Reactions End Meeting

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

[Home](#) [Digital Translations](#) [Platforms](#) [Student Reflections](#) [Supervisor Response](#) [Contributors](#)

Digital Scholarship Project Translations

UO Libraries DREAM Lab COVID-19 Response During Spring Term 2020

[read more](#)



Blake's Takeaway From This Term's Work

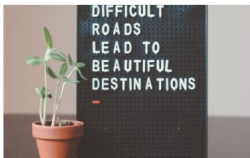
Blake Hardin, Yokai Senjafuda

I think for me, the biggest takeaway from this term is knowing when to "pivot." With the added stressors from Covid-19, working from home, adjusting to remote learning, and the social issues surrounding the US, things haven't always gone according to plan. As part of...

[read more](#)

Omeka to Wordpress. Website translation is the process of taking the content of one website and adapting it to another site. My first step was to explore the Red Thread page and I learned that the site was inspired by a course...

[read more](#)



How This Term's Work Experience Has Prepared Sabrina For Employment After Graduation

Sabrina Ayyoub

This term's work experience has prepared me for employment after graduation in a variety of different ways that will impact me both in a...

Keeping Library Students Workers Employed Making Digital Scholarship Happen

During the COVID-19 Spring 2020 term, the UO Libraries Digital Scholarship Services department pivoted from in-person operations to remote work. Student employees in the DREAM Lab transitioned from supporting faculty and students use of the space into building digital projects for digital research and integrating digital pedagogy into their curriculums.

Platforms

Highlighted platforms used for digital translations and original digital projects. Reach out to Digital Scholarship Services if you want to learn more!

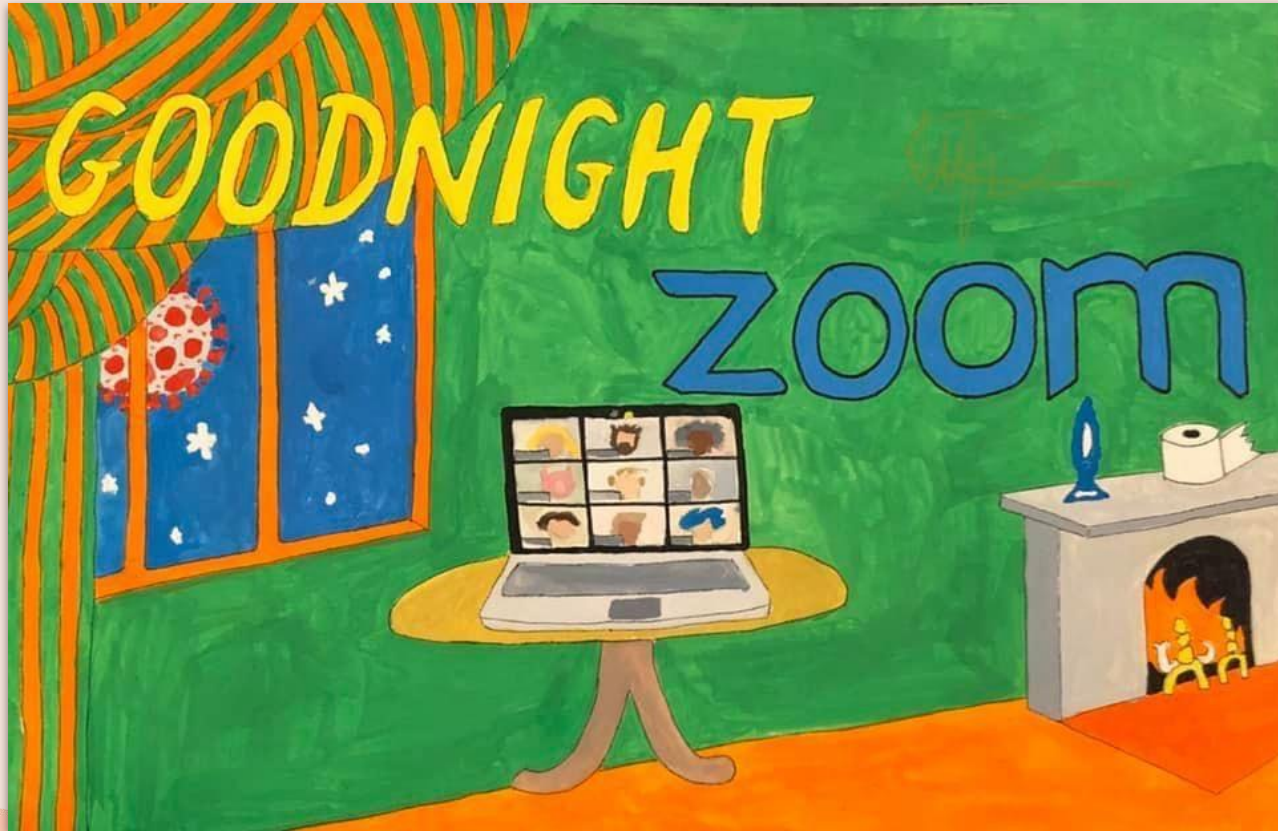
[OMEKA CLASSIC](#) [OMEKA.NET](#) [OMEKA S](#) [PRESSBOOKS](#) [SPOTLIGHT](#) [WORDPRESS](#)



OMEKA CLASSIC

Omeka is a software tool that enables you to create dynamic online collections and showcase collections of digital images, text, and other multi-media for a seamless site.

CONCLUSION



THANKS

We'd be delighted to take questions
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dreamlab.uoregon.edu

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