

Guide to Providing Working Learners with Ongoing Learning Development and Increasing Responsibility

Provide Working Learners with Appropriate Tasks

- Convey how work tasks are essential and educational
- Ensure tasks are challenging to provide continuous learning
- Increase responsibility based on their ability and years of service
- Provide tasks relevant to their academic or career interests, when possible

An Example

Amiyah is a new working learner hired in the University Library. She has never worked in a library setting before. As she gains confidence and experience in her role, see how her tasks could evolve. Help her make connections between her work tasks and the appropriate Student Learning Objectives (SLO) and NACE Competencies.

Tasks: Beginner

- Shelving returned books accurately
- Organizing study rooms and public spaces
- Checking books in/out at the front desk
- Answering basic directional or policy questions

At the **beginner level**, most tasks map to the SLO: Display effective work habits appropriate to the work environment and the Professionalism NACE Career Readiness Competency.

Tasks: Intermediate

- Assisting patrons with printing, copying, or computer access
- Creating instructional manuals or process guides (How to use the catalog)
- Maintaining databases or reserve collections
 - Conducting shelving audits
- Assisting with interlibrary loan processing

At the **intermediate level**, tasks map to the SLO: Identify appropriate technology for completing specific tasks and the Technology NACE Career Readiness Competency.

Tasks: Advanced

- Managing a mini project (reorganizing a section, promoting library services)
- Creating content for library marketing
- Assisting with research consultations (help first-year students gather initial sources)
- Designing user experience surveys
- Training new student workers

At the **advanced level**, tasks map to the SLO: Practice the ability to navigate ambiguous job situations by applying problem solving strategies to achieve clarity and task completion, as well as the Critical Thinking NACE Career Readiness Competency.