

*Students at the Center: Sustainable
Staffing Models for Experiential
Learning*

**David Woodbury, Department Head
Learning Spaces & Services
NC State University Libraries**





Student Staffing Philosophy

NCSU Libraries

Service and Staffing Model Planning
Final Report

staffing model findings

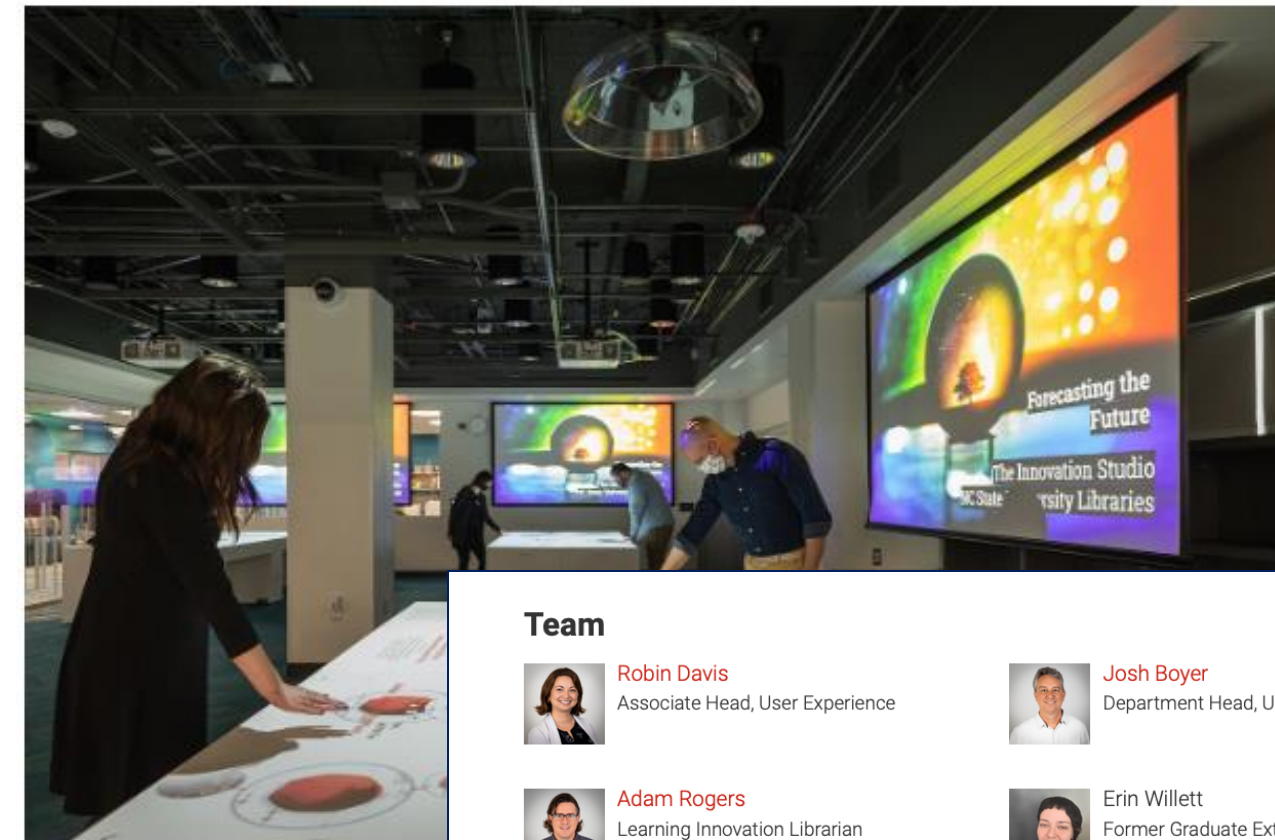
- Using an inventory of existing positions, we determined that staffing can be usefully categorized by level and by role. Four levels can be considered: Basic support, Problem Solving/Supervising, Consulting/Managing, and Expert/Developer. These categories include:
 - Library Technicians and Library Specialists span the Basic through Problem Solving/Supervising levels.
 - Technical Support staff span the Problem Solving/Supervising and Consulting/Managing levels.
 - Programmers and Librarians span the Consulting/Managing and Expert/Developer levels.
 - Student assistants, including graduate students, can span the levels of expertise.

Student Staffing Philosophy

- Strive to be the best student job on campus
- Provide students with meaningful work and agency
- Give credit to student staff
- Treat student positions as part of the educational experience

Innovation Studio Usability Study

The Innovation Studio is a new type of learning space for the Libraries that focuses on showcasing the innovative work of NC State's students and faculty and teaching innovation methods to the campus community. We conducted a usability study and, based on the results, found ways to improve the accessibility and usability of the exhibit system and the space as a whole.



Team



Robin Davis
Associate Head, User Experience



Josh Boyer
Department Head, User Experience



Adam Rogers
Learning Innovation Librarian



Erin Willett
Former Graduate Extension Assistant



Ian Boyd
Former University Library Specialist



Brittany Johnson
Student Assistant to the User Research Team

The Studios



Makerspaces



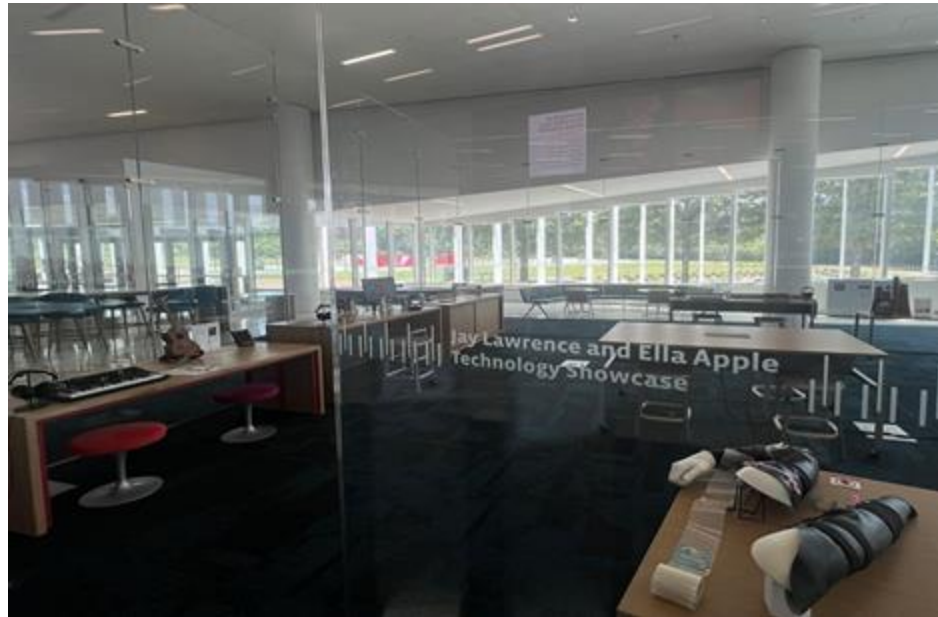
Digital Media Labs



Gaming and VR Studio



Innovation Studio



Technology Showcase



Gaming and Esports Lab



Our Goals



- **Democratize access to technology and provide a safe space for community, making and experimentation**
- **Offer curricular and extracurricular experiential learning**
- **Prepare students for careers with access to emerging technologies and the development of new skills**
- **Build and sustain community in our spaces with a foundation of inclusion and wellness**

Graduate Students in the Studios

- **Graduate Extension Assistants**—stipend funded by the Libraries + tuition provided by the Graduate School
- **Graduate Student Fellows** —donor funded stipend
- **Hourly Graduate Student Assistants** — advanced pay rate



Kelsey Virginia Dufresne

Graduate Extension Assistant for the
Makerspace
August 2022 – August 2024

Program of study
Communication, Rhetoric, & Digital Media,
PhD

Current Position
Postdoctoral Research Fellow, NC State
University Data Science and AI Academy





The Makerspace

The Makerspace offers 3D printers, electronics prototyping kits, sewing machines, laser cutter & much more

What does a week look like?

- Work with courses with sessions on low fidelity prototyping or critical making
- Develop programming such as pop-up tabling and workshops
- Work along undergraduate student staff in the Makerspace to help train and develop their skills



Key Project

Promote Wellness and Community Through Making

- Refocus on creation with craft and low-fidelity approaches
- Offer study break making activities intentionally designed for wellness
- Host workshops and programs that support inclusiveness





Leighann Vinesett

**Graduate Extension Assistant for the
Innovation Studio**

August 2024 – June 2025

Program of Study
Masters of Graphic and Experience Design

Current Position
UX Designer, Fidelity Investments

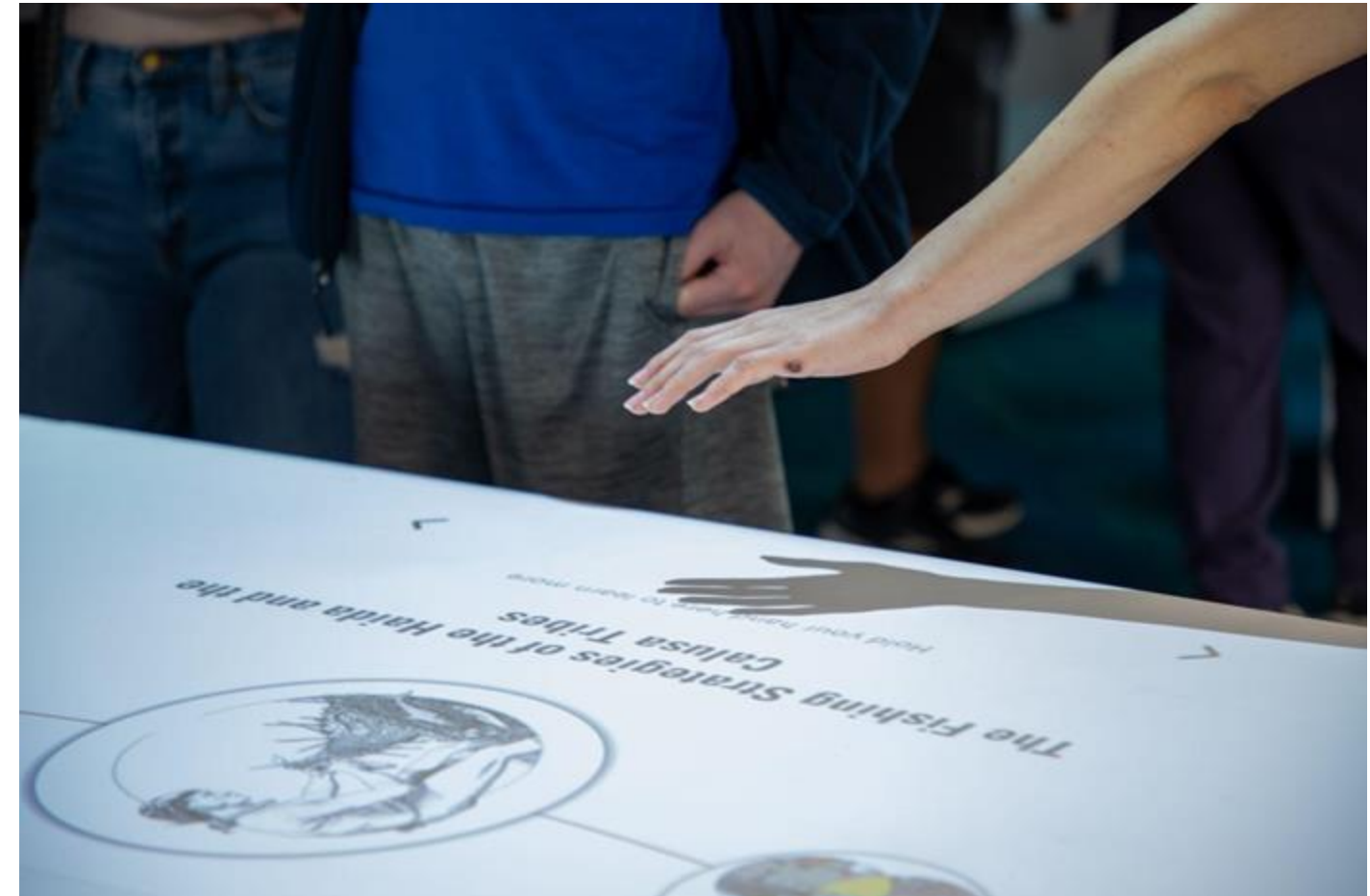


The Innovation Studio

The Innovation Studio showcases the creative and innovative work of NC State's students and faculty. The exhibits are driven by a novel interactive projection experience.

What does a week look like?

- Organize and prepare exhibits
- Assist and organize instruction, workshops and events
- Space improvement including UX, accessibility, and reliability



Key Project

AI Collaborations on Science Fiction

- Midjourney workshop and content
- Pushing studio technology with software layouts
- Processing all of the student work into an exhibit





Varad Patwardhan

Pentair Fellow

January 2024 – May 2025

Program of Study

Masters of Science, Computer Science

Current Position

Graduate Student Researcher now pursuing a
PhD in Computer Science

A.I.ce Cream 🍦

Innovation Studio | NC State University Libraries



/imagine a label for a pint of garlic flavored ice cream



/imagine a ice cream that tastes like a volcano

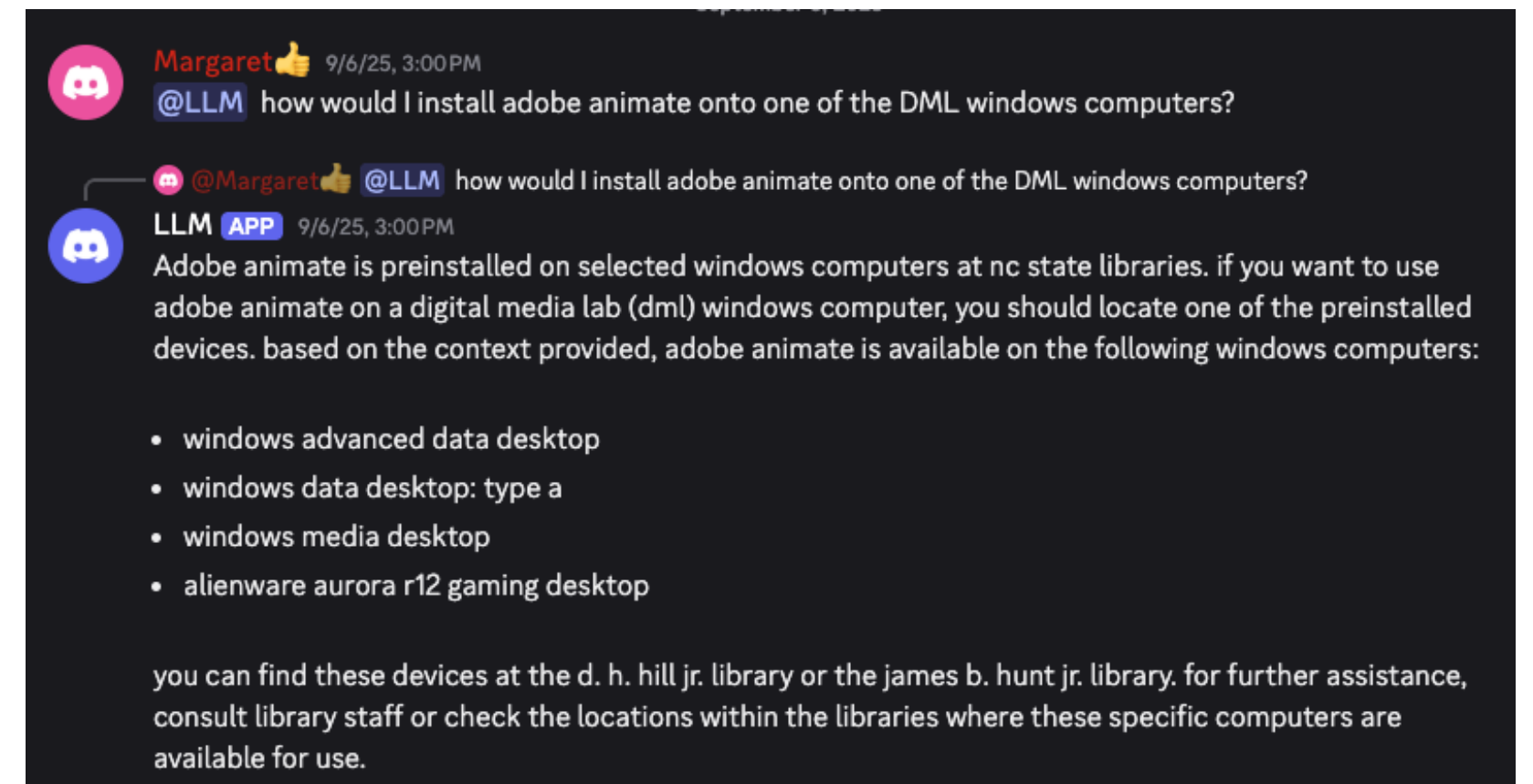
What does a week look like?

- Staff pop-up emerging technology demonstrations
- Code and develop tools for use in the Studios
- Help spin up locally run LLMs and experiment how they might be used for support and instruction

Key Project

Studios LLM, a fully local large language model trained on our website and support documentation

- Answers frequently asked questions, troubleshoot issues, and manage institutional memory
- Integrated with Discord
- Serves as a prototype of how we might continue with LLM tools in the Libraries



Data Science Services



Data Experience Lab



Dataspace

Data Science Services

OUR SERVICES:



WHAT WE DO:



Data Science Consulting Program

Data Science Services and the Data Science and AI Academy (DSA) collaborate to offer data science consulting to campus with Graduate Student Assistants from a variety of disciplines.

Consultants can help users with finding, preparing, analyzing, understanding, and visualizing data, including statistical approaches, GIS, mapping, and setting up software. They can assist with everything from Excel to R and Python code, ArcGIS, and more.



Naomi Singer
Statistics



Franziska Bickel
Teacher Ed &
Learning Sciences



Sydney Earl
Psychology



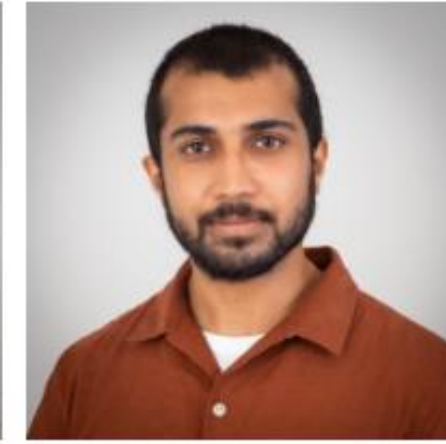
Claire Murphy
Chemical
Engineering



Jabari Myles
Operations
Research



Ishti Sikder
Industrial
Engineering



Abhi Singh
Operations
Research



Amy Carpenter
Statistics

Thank you!

David Woodbury
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