MLIS Program Practicum – EPL Expectations & Experience

Name: ________________________________
Start Date: ___________________________

EPL LIBRARIAN PRACTICUM PLACEMENTS

Purpose for the student:
• to practice and develop leadership skills and recognize leadership opportunities in a workplace setting
• to absorb insights into and tacit knowledge of the inner workings, culture, vision, and values of the organization, including relevant professional socialization and customer service skills
• to gain an understanding of how communication, planning, and decision-making occur in the organization both at a local level and at a system-wide level if applicable
• to gain practical experience in applying classroom learning to workplace tasks and projects as mutually negotiated
• to experience a transitional “rehearsal” for their first professional position

Purpose for EPL:
• host MLIS practicum sessions as a professional contribution to the field of librarianship (particularly locally)
• Facilitate opportunities for EPL employees to connect with students and profit from current research and learning shared by the MLIS student(s)

EPL INTAKE RESPONSIBILITIES

- Students will approach the branch or department Manager with whom they are most interested in completing their practicum and will submit an application
- Practicum applications from interested students will include:
  - An expression of interest, including:
    - Why they selected EPL as a practicum location
    - Which service point(s) they have in mind (if any) and why
    - Their main learning objectives for the practicum
  - Resume
The service point manager will assess the fit and most appropriate location to accomplish learning objectives, keeping in mind the preferences of the student. It’s possible at this point they might refer the student to a more appropriate location in which to meet their objectives.

The service point manager conducts an interview and determines ultimate fit for a placement at their location.

- If the service point manager finds the placement to be suitable, the MLIS student will submit application to the Practicum Instructor (at the library school) for approval.
- If the service point manager does not find the placement to be suitable, they will contact the Practicum Instructor to let them know that the student has not been accepted. The Practicum Instructor will provide guidance to the student based on feedback from the service point manager.

Contact Human Resource Services (hrshelp@epl.ca) and provide the student’s name, school, practicum start and end date, and student’s email address for practicum tracking and feedback purposes.

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**EPL MANAGER RESPONSIBILITIES**

- Review EPL Guidelines for Work Experience and External Job Shadow Placements to ensure practicum experience fully complies with requirements stated in Collective Agreement.

- Orient EPL staff to the practicum expectations, clarifying the role of the practicum student and the role of the staff in supporting the practicum experience.

- Provide pre-placement interview.

- The service point manager conducts an interview and determines ultimate fit for a placement at their location.

- Confirm practicum opportunity with practicum supervisor based on successful interview.

- Contact Human Resource Services (hrshelp@epl.ca) and provide the student’s name, school, practicum start and end date, and student’s email address for practicum tracking and feedback purposes.

- Clearly articulate practicum expectations. Expectations are based on the Student Responsibilities found in this document.

- Provide a schedule for the practicum period, with planned activities as outlined in the practicum itinerary.

- With the student, review goals / objectives for the practicum. Goals / objectives are based on the Practicum Competencies found in this document and the student’s objectives for the practicum.

- Deal with performance issues in timely way - 100% candid - 100% respectful.

- Meet with student on a regular basis to discuss practicum progress.
COMPLETE mid and final evaluation meetings
COMPLETE exit interview
COMPLETE EPL’s practicum feedback survey for managers (Human Resource Services will email the survey link before the end of the practicum).

STUDENT RESPONSIBILITIES

- Participate in pre-practicum interviews and mid and final evaluations meetings.
- Communicate scheduling issues in a timely way.
- Provide current contact information (phone number and email address).
- Communicate concerns with the practicum experience in a timely way.
- Demonstrate professionalism by adhering to EPL policies.
- Manage time effectively to ensure practicum activities and assignments are completed.
- Complete EPL’s practicum feedback survey for students before the end of the practicum (Human Resource Services will email the survey link).

PRACTICUM ITINERARY

For MLIS students who are successful in the pre-practicum interview, EPL will provide a range of activities and opportunities to ensure that the student has a rich practicum experience. Students will be taught or led by EPL staff, observe and work under the supervision of EPL staff. The following checklist represents the basic activities a student can expect to participate in.

Pre-Practicum Activities

- Undertake a pre-practicum interview of potential student.
- Clarify student availability and schedule.
- Confirm all contact details.
- Communicate the expected practicum outcomes.

Practicum Activities

Please note, activities will differ for branch and department (eg Collections Management & Access, Web Services, Digital Literacy Initiatives, Research & Assessment) placements. Department managers will ensure orientation activities are defined for their placements.
**Orientation**

- Service point/department tour.
- Provide a work space and storage space.
- Provide schedule with daily activities defined.
- Review plan for practicum

**Review and Discuss Key EPL Documents**

- Vision and Mission statements
- Business Plan
- Occupational Health and Safety policy
- Customer Service Guiding Principles
- Core Policies
- Community Led Service Philosophy Toolkit
- Branch Community Profile
- Key documents for department placements

**Customer Service**

- Hands on training in membership / circulation service activities as appropriate to the service point and position
- Introduction to Discovery Service concepts and training, including completion of Bibliocommons training modules as appropriate
- Hands on training in Discovery Service to Chat and On the Floor customer service
- Hands on training in Digital Literacy tools and resources.
- Shadow in all customer service activities.
- Customer service expectations and procedures for department placements

**Community-Led**
Meet with service point Community Librarian to discuss community
Attend community visits with Community Librarian.
Attend programs in community with library staff.

Programming

- Overview of foundational programming model including evaluation.
- Observe in-branch programs
- Activities as identified by department Manager for department placements

Orientation to EPL

- Over the course of the practicum, the student is expected to meet with:
  - Assessment and Research Manager or Librarian
  - Collection Management and Access Manager or Associate Manager
  - A branch Manager, if placement is not in a branch
  - EPL Teams, where possible:
    - Adult Services Team Chair or Librarian member
    - Aboriginal Services Team Chair or Librarian member
    - Early Literacy and Family Services Team Chair or Librarian member
    - School-Aged Services Team Chair or Librarian member
    - Leading from Any Position Team
    - Discovery Team
    - Community Librarian or member of Community-Led Service Team
    - Digital Literacy Initiatives Librarian and/or Makerspace staff member

Other Possible Activities

- Presentation at a library staff meeting on a library topic that draws on current research in information seeking behavior, technology trends, or library services
- Creation of a Great Stuff list.
- Participation in collection management/maintenance activities.
- Completion of a special project such as the ambience audit.
- Attend a team meeting
- Attend a system meeting (ex: Up to Speed) as appropriate and able
At the completion of the practicum, the student will be able to:

- Articulate the EPL mission and describe how this is demonstrated through library service and activities.
- Demonstrate excellence in Customer Service using Discovery Service approaches through on the floor service, chat, greeting and community-led service.
- Demonstrate an understanding of the Community Led Service Philosophy and how it shapes library services.
- Demonstrate proficiency in Digital Literacy services.
- Demonstrate an understanding of range of roles for librarians in public library practice.
- For department placements, demonstrate an understanding of the specific area of librarian practice and its roles and function in developing and providing library services.
- Articulate values and principles associated with EPL programming.
- Demonstrate an understanding of the leadership role of librarians within the organization and in public libraries overall.