# Taming Information Chaos Through the Help of Project SEARCH

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# What is Project SEARCH

- Internships in a variety of fields within hospital
- Students with disabilities

- Ages 18-21
- Final year of high school
- One year program with three 10-week rotations



#### Collaboration

 Lifework provides the instructor, job coaches, as well as follow along support for any intern who is hired

School districts fund the program

 Host site provides a training classroom/conference room, a business liaison and rotational internships



## **Goal of Project SEARCH**

Learn meaningful, marketable, transferable skills so that interns may seek competitive employment within host business or the local community



## **Typical Day**

8:00 a.m. classroom instruction on employability skills

9:15 a.m. work-site rotation

• 11:30 a.m lunch

12:30 p.m. work-site rotation

1:45 p.m. journal day's experiences/events



## Sample of Hospital Rotations

- Post Anesthesia Care Unit
- Food & Nutrition
- Distribution
- Pediatrics
- SurgiCenter
- Rehabilitation
- Health Information Management
- Library



#### **Our Roles as Mentors**

Positive role models

Address inappropriate behavior

Patience and understanding

Teaching

Help interns grow as valuable employees



#### **Initial Concerns**

- How much time is this going to take?
- Never worked with a person with a disability!
- What is in it for the library?

- How do I discipline an intern?
- How do I commend an intern and how often?



## **Meet our Interns**

Will Ryan











## My Role as Manager

- Select a supervisor/mentor from my staff who will train the intern and be their first contact point
- Conduct staff interview with intern for rotation
- Introduce intern to supervisor/mentor
- Be involved in disciplinary action if needed
- Evaluate intern or sign off on evaluation forms



## Darlene's Role as Supervisor/Mentor

- Orient intern the same as any new employee/volunteer
- Treat intern as any other employee/volunteer
- Communicate with Job Coach if intern needs further training or is having difficulties
- Communicate any concerns or questions regarding people with disabilities or on how to handle certain situations to the Job Coach



#### Job Coach's Role

- Watch as supervisor/mentor teaches task to intern
- Break down each task so intern can efficiently complete task independently
- Make adaptations to task for intern to work independently and effectively
- Role model appropriate interaction with interns
- Fade out once intern is confident in the task



## Job Tasks: Will

## Patron Registrations

- Registered all new library patrons in library database.
- Deleted patrons from database.
- Filed new patron registration forms alphabetically in master binders.

#### Circulation Desk

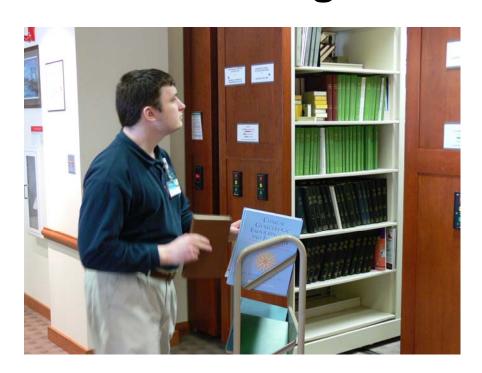
- Charged and discharged library items.
- Answered simple reference/location questions.



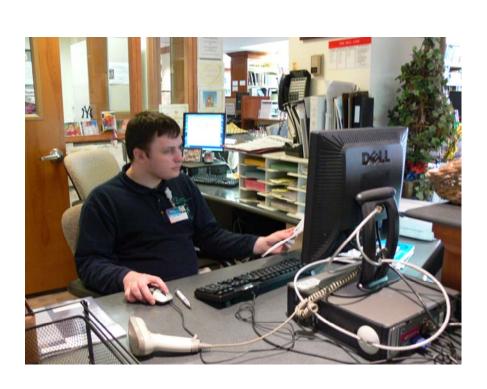
## **Interlibrary Loans**

Searched electronic
 journal collection or print
 collection,
 saved/scanned request
 in PDF format, emailed
 to the requesting
 libraries.

## **Shelving**







#### **Journals**

- Opened newly received journals, tagged issues with library labels and security tag.
- Checked in and tracked serials on the computerized serial control system.
- Shelved journals.



#### **Overdue Notices**

 Searched shelves for library items before sending out overdue notices to patrons

#### **Miscellaneous**

- Used Microsoft Word and Microsoft Access for various projects.
- Inventory of book collection utilizing pocket scanner.



## **Library Tasks: Ryan**



# Patron registrations

- Added new patrons to our database
- Filed registration forms in binders
- Checked names against the circulation system; deleted patrons who were no longer here



#### **Outcomes**

 Completed projects that library staff were not able to complete

- Most fulfilling experience for both interns and staff
- Introduced interns to libraries

 Helped tame the chaos in the library's technical services operations



## **Star Mentor**

# Certificate of Achievement

This certifies that

## Darlene Robertelli

Project | SEARCH

Is recognized for her work with Project SEARCH as a "Star Mentor"

Tara hosto

By an Hayer

Given this 13th day of June, 2011

