

# **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 Horvath

Angela Ann Hayes

Lisa Reumann

Given this 13<sup>th</sup> day of June, 2011