

Riddle Me This

Gamifying Student Worker Training at an Academic Library



Scavenger Hunt

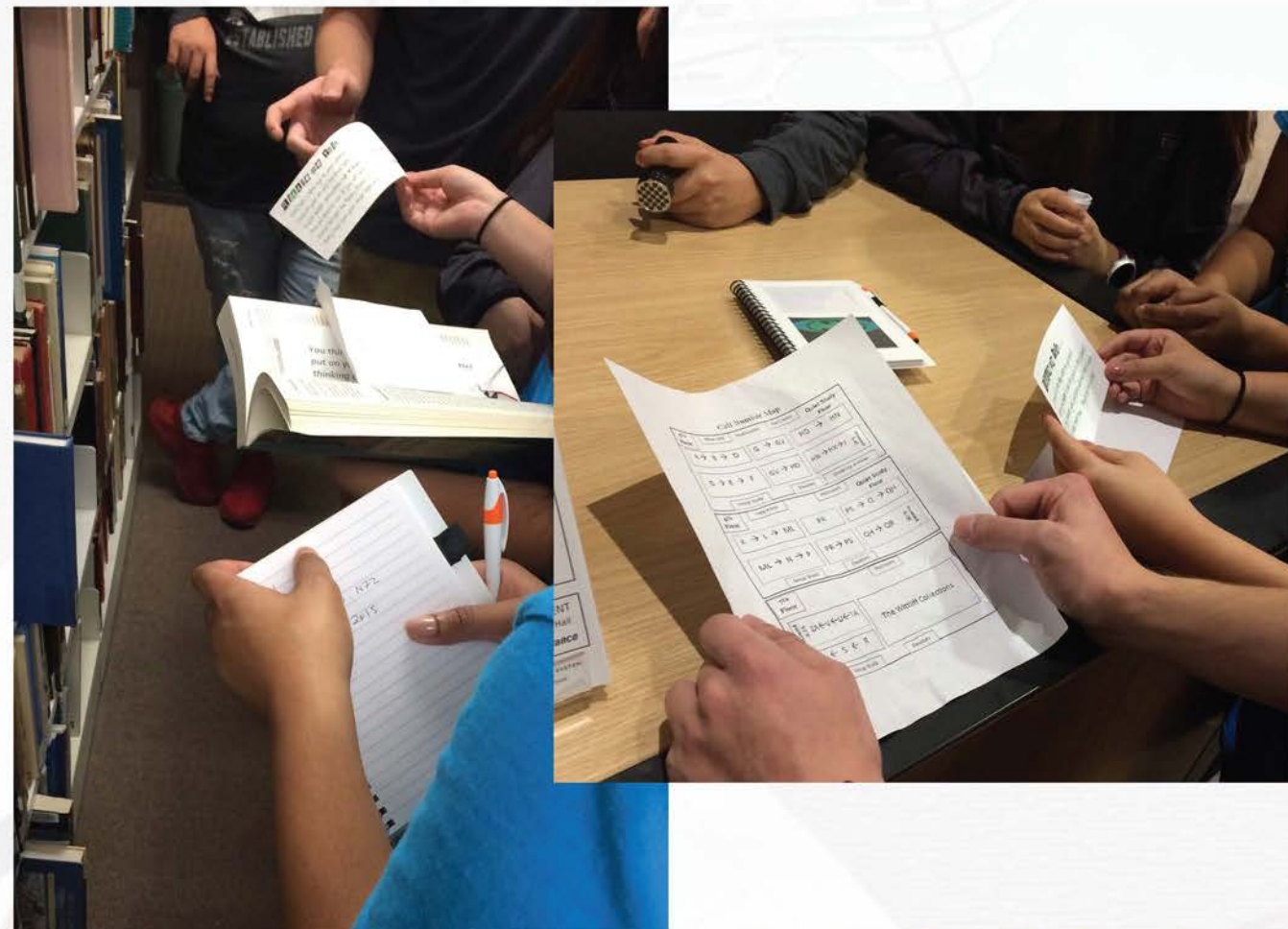
45 Minute Scavenger Hunt
7 Floors of the Alkek Library

1 Library Staff Member

4 Groups of 6-8 Student Workers

Places Visited: Security Guard Desk, Research & Information Desk, DVD collection, Graphic Novels Collection, Book Stacks, 3-D Printing Display Cases, Government Information, and GIS Services.

Students Learned: How to read a call number, who to ask for research help, who to contact when there is an emergency, where the graphic novels are located, where the subject librarian office is, and how to find a book.



About the Games

Alkek Library at the main campus of Texas State University serves over 39,500 students. The library has a strong foundation for providing excellent customer service to the campus community by ensuring the 30-40 student workers in Research and Learning Services (RLS), are knowledgeable about library services, resources, spaces, and staff members. Our goal was to create an engaging and interactive training to replace lecture based instruction.

In 2017, RLS staff has transformed its lecture-based training into innovative, gamified training sessions for student workers in public service settings.

Inspiration

Based on the film Batman Forever (1995), students worked together to solve puzzles left by "The Riddler" in a 45-minute library scavenger hunt and a 45-minute escape room session. Batman Forever was selected because of the amazing character "The Riddler," who provided an intriguing narrative in the form of riddles to be solved.

Learning Outcomes

During the scavenger hunt and escape room session the student workers:

- learned the basics about the Alkek Library including locations of services, staff, spaces, and resources,
- interacted with the library website to search for resources,
- visited locations of services and collections,
- participated in team building within and across work units,
- shared information about their own place of work within the library.



Escape Room

45 Minute Training Session
Located in Group Study Room

1 Library Staff Member

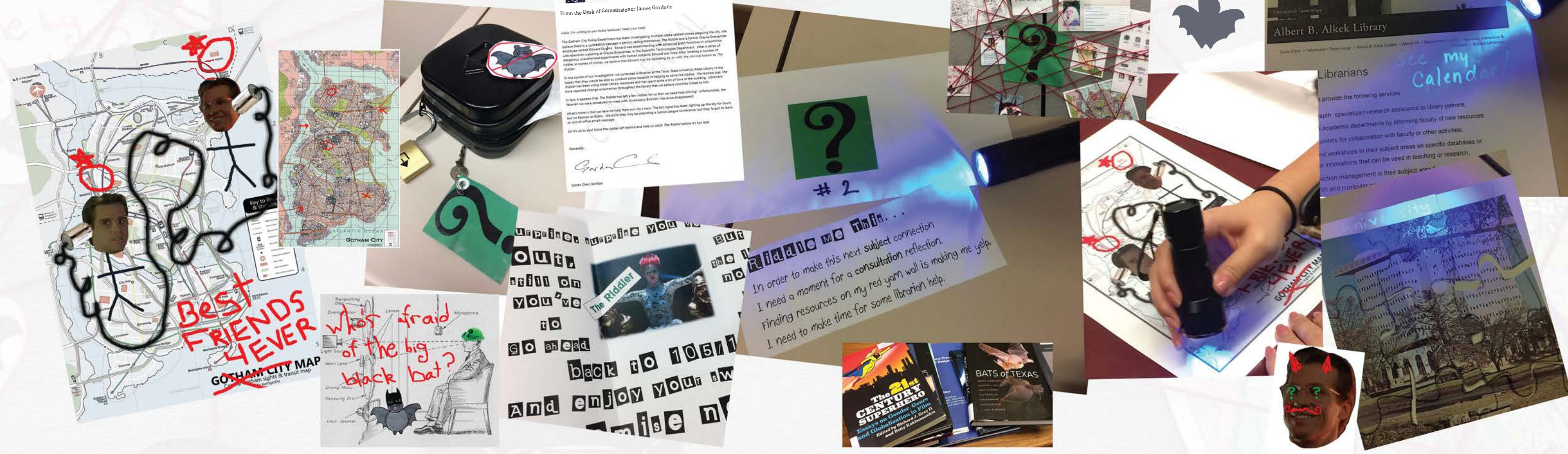
4 Groups of 6-8 Student Workers

Items in Room: computer, cart of books, current periodicals, brain model, DVDs, maps, black light, riddles.

Students Learned: How to use the library database page to search for streaming media, how to arrange books in call number order, what a research consultation is, and where the library silent floors are located.



Riddles/Tools/Devices



Contributors

Library Assistants from multiple units worked together to create the training.

Game Designers

Megan Ballengee
Katie Davis
Gaye Wood

Riddle Writer

Emily Segoria

Actors

Jason Crouch as Alfred Pennyworth
Joe Fuller as Commissioner Gordon

Game Testers

Donna Dean
Joe Fuller
Hithia Davis
Jennifer Ruch
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