

## CSI: Library Instruction

To use this video for training, convene a group of library staff who teach and show it. Ask them to write down everything they see that is wrong. (Below are just a few of the things wrong in this video.) Use the resulting lists as a launching off point for discussion.

- not connecting with students when they enter class – instead just surfing the web
- picking on a student/singling them out and attacking them (“You haven’t been paying attention...”)
- shutting down the eager student unproductively (“ give someone else a chance”)
- use of jargon
- doesn’t introduce self, set goals for class
- going too fast
- undermines self through the class/enforces librarian stereotypes (“I know you think all librarians are boring, but...”, “I’m sure you’ve never checked out a book...”)
- assumes knowledge
- pressures students (“c’mon, this is easy”)
- teaching tools instead of larger info lit concepts
- reading from script
- ignoring student concerns/questions
- when student answers a question incorrectly, saying “no, you’re wrong”
- no eye contact
- stands behind lectern the whole time and doesn’t move around
- hand over mouth
- talking to self
- tapping/shifting
- responding poorly to a technology failure and not moving on
- backtracking for late student and wasting everyone else’s time

