

# KNOWLEDGE MARKET

RESEARCH, WRITING, AND PRESENTATION SUPPORT FOR STUDENTS

## Updates and Policies: 2017-2018

### Welcome!

The Knowledge Market is an evolving space and concept. Here's a list of aspects that have been added, removed, or modified since the 2016-2017 academic year:

#### 1. Table Decals

The KM recognizes that it's oftentimes difficult to ask working-students if they'd relinquish their study space for the sake of your KM consultation; however, your work is the work of that space and takes precedence in the designated spots. To make this conversation and explanation easier, the KM has provided vinyl decals for the tables always reserved for KM consultations.

#### 2. New Computer Passwords

When using the computers provided by the Library, be sure to use this password: Consultant17

#### 3. Printing Limits & Expectations

Now that GVSU has acknowledged the limitations on free campus printing, be sure to help students A) understand the rules, B) learn how to adapt, and C) receive the kind of help they need.

- Students SHOULD NOT expect you to use your printing access for their own purposes.
- Students DO NOT need to print in order to conduct a consultation, but ARE ALLOWED to if they feel more comfortable.

#### 4. Feedback!

As your Knowledge Market Advisory Council (Jen, Carl, Pat, & Melanie), we want to make sure we're helping you do your job the best you can. That means we need your feedback. If you'd like us to be aware of anything, please do not hesitate to reach out.

#### 5. #REF

Be sure to acknowledge any referrals or collaborations inside your session notes! We keep track. What counts? Use #ref anytime you A) collaborate with someone from another service during a consultation, or B) send a client to another service upon your recommendation.

#### 6. Consultant Best-Practices for Downtime and Break Rooms

- When sitting in the consultant hang-out space, remember that work comes first: if you're working, don't be distracted; if you're not working, don't be distracting.
- When preparing for your shift, eat your meals ahead of time or in the break room. If you don't have time to eat, coordinate with your coworkers as to the best way you can stay healthy without disrupting the working space. We want students to feel comfortable making that space theirs.
- When using the break room, be sure to keep it organized and clean — that means DOING YOUR OWN DISHES, tucking bags and belongings in cabbies, and keeping vests neat and organized.

#### 7. Cross-Training Opportunities

We will be offering Fireside Chats in LOH 120 on special Fridays (scheduled on this calendar: [www.firesidechatcalendar.wordpress.com](http://www.firesidechatcalendar.wordpress.com)) These are open to all KM staff.