**Gamification: From Grades to Games**

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**Nease Library**

**Eastern Nazarene College**

**Intro**

The iDesk is a service desk located in Nease Library that handles library circulation, classroom equipment deliveries and support and ITS phone support. Nease Library is open 96 hours a week during the school year and approximately 20-25 students staff the desk working between 8-12 hours a week.

**iDesk grades**

Since fall 2012, each iDesk worker has received a monthly grade based on the following criteria (percentages reflect latest changes made in fall 2014):



**Daily jobs 45%:** Each worker is given a checklist of duties to complete before the end of the shift such as checking computer labs, shelf reading our books ready to be put away and cleaning the desk. The percentage is so high because it is a big part of their job and to incentivize the students to submit their daily reports to their supervisor.

**Weekly jobs 5%:** Each worker has a unique weekly job which includes cleaning different parts of the library, watering plants, removing old holds or taking down old signs.

**Extra jobs or ask for jobs 5%:** Students are encouraged to seek extra work when there is downtime.

**Customer service 10%:** Students are graded on whether or not they can answer the phone or deal with patrons in a courteous manner. The students are also asked not to use social media while at work which can take away from their overall customer service performance.

**Barcoding 6%:** Nease library is in the midst of making sure that every book in the collection has a barcode on the front of the book. Each student has a section to complete and are graded on whether they work on it during that week.

**Deliveries and proper procedure when doing deliveries 10%:** We deliver classroom equipment for classes around campus. The students are graded on their ability to deliver the equipment on time and also on recording the delivery properly at the iDesk. Failure to do so requires extra time spent by supervisor and other students trying to track down equipment.

**Job switch 6%:** With two student workers on the job at all times, we ask that each student work both jobs during a given week. We divide them up in iDesk Sitter and Equipment Runner. The Sitter is in charge of answering the phone, library circulation and main floor copier checks. The Runner is in charge of classroom deliveries, lab checks and study room checks.

**Extra shifts 6%:** During a busy semester, students invariably have to give up shifts and it is very valuable to the desk when those shifts are picked up by other students.

**Procedure 7%:** A catch all category that tries to make it fair for students working at different times during the day. Students are graded on their ability to properly open the library, close the library, do classroom checks and handle the cash register properly.

**Missed shift -10%, Late shift -5%**

**Badges:**

In fall 2014, we turned the grading system upside down to provide a positive feedback system. Now students receive badges for doing their daily jobs, weekly jobs, taking extra shifts, etc. The lowest badge is a bronze badge. 10 bronze badges will earn a silver and 10 silvers will earn a gold.

 

At the end of the year, three prizes will be awarded. The top overall badge earner will receive the choice of an iPad mini, a $100 Amazon gift card, Beats Headphones or a Kindle Paperwhite ereader. The other two prizes will be chosen by raffle with higher badger earners having a much greater chance of winning. This was done so that everyone would still have some chance of getting a prize even if they had a bad start to the year and could never quite catch up to the top workers. Here are some of the things that we award badges for:

1 Bronze Badge Awarded each:

         Complete weekly job every week for a month

         Complete extra job or ask for job every week for a month

         Complete and record barcoding every week for a month

         Complete all deliveries every week for a month

         Demonstrate proper procedure for all deliveries every week for a month

         Switch between equipment and sitter every week for a month

         Take an extra shift (10 bronze badge max per month for taking shifts)

         Adheres to social networking and personal phone use policy

         Demonstrates proper procedures for money count, opening and closing

         Finish at 100% for a week

2 Bronze Badges Awarded:

         Take an extra shift within 24 hours of the shift (10 bronze badge max per month for taking shifts)

Employee of the month Badges:

         Win Employee of the Month: 10 Bronze Badges

         Finish 2nd: 5 Bronze Badges

         Finish 3rd: 3 Bronze Badges

Monthly iDesk scores:

         Finish at 95% or above: 5 Bronze Badges

         Finish at 90% or above: 3 Bronze Badges

         Finish at 85% or above: 1 Bronze Badge

Shelf Reading:

         2 Bronze Badges for every section of shelved books completed correctly the first time through. An additional 2 Bronze Badges for all shelf reading sections completed the first time through.

**Through March 2015:**

* The top 3 badge earners have 188, 144 and 109 respectively. The lowest is 49.
* The average number of badges awarded is 84
* The first gold badge was awarded in December 2014

**Reception:**

January survey about our grading and badging system (16 responses)

69% of students feel their score was fair, 13% disagree

50% of students feel the badging system is fair to all iDesk employees, 19% disagree

38% of students feel badging system is balanced for all aspects of the job, 13% disagree

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