



**ST. JOHN'S
UNIVERSITY**

ST. JOHN'S COLLEGE OF
LIBERAL ARTS AND SCIENCES

**Division of Library and
Information Science (DLIS)**

Internship Handbook

Revised June 2017

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1.1 Introduction

Internships provide DLIS students with a structured pre-professional work experience that takes place during graduate coursework or after graduate coursework but preceding the degree, usually for a short amount of time. This experience presents students with the opportunity to associate concepts learned in the classroom with concrete behaviors.

One of the goals of the Master of Science (M.S.) program is to provide an atmosphere of educational inquiry in which faculty and students may explore services of the library/information profession with an awareness of the contributions of other relevant fields. We also seek to offer a curriculum that embodies the knowledge, skills, and attitude that students need to serve successfully in a changing profession. This is consistent with the mission of St. John's University, inspired by St. Vincent de Paul's compassion and zeal for service.

Library and Information Science coursework provides the initial education and theoretical base for practice as an information professional. Further education and structured learning in entry-level positions is available through the internship program. Internships provide the opportunity to:

- gain work experience in a guided situation;
- obtain a practical overview of operations in a library or information center;
- enter a structured mentoring program;
- explore critical issues;
- further define career goals; and
- accelerate the career path.

1.1 Non-Discrimination Policy

St. John's University has guidelines pertaining to hiring, affirmative action, and sexual harassment. DLIS requires host sites to adhere to these guidelines. If an intern encounters discrimination or sexual harassment, the Internship Coordinator or Director of Employee Relations and Compliance should be notified immediately. (See Appendix G for the complete policy.)

1.2 Internship Programs under the Fair Labor Standards Act

St. John's values the integration of knowledge with experience and therefore welcomes community partnerships that provide experiential learning for our students through formal internship programs. In negotiating these partnerships, it is expected that the University and host site will act in good faith to provide a learning experience that is mutually beneficial and adheres to both University policy and state and federal requirements.

To this end, SJU will only approve unpaid internship experiences at off-campus host sites for academic credit when said internships are in compliance with the U.S. Department of Labor regulations and advisories. All host sites are required to adhere to criteria outlined in the Fair Labor Standards Act (FLSA) to ensure that students cannot be classified as "employees" and that minimum wage or overtime pay provisions of the FLSA will not apply (see 29 U.S.C. § 213).

2.0 Internship Course Description

The internship can be taken as a three-credit (LIS 269), two-credit (LIS 269B), one-credit (LIS 269D), or zero-credit (LIS 269E) graduate level course. All internship sections are pass/fail and require a minimum of 120 hours of work in the field to qualify for three credits, a minimum of 80 hours of work in the field to qualify for two credits, or a minimum of 40 hours of work in the field to qualify for one or no credit. In addition, all internships require the completion of certain written assignments.

Course Description: A supervised professional experience combining theory and practice in a library or information center. Meetings and reports are required; may be taken for a total of six credits.

Prerequisites: All core courses and preferably all the courses in the concentration. Students are required to meet with the Internship Coordinator for field site to be approved and paperwork completed prior to registering for the internship.

Frequency: LIS 269 is offered every semester.

Credit Hours:

Course Section	Credit Hours
LIS 269	3
LIS 269B	2
LIS 269D	1
LIS 269E	0

2.1 Internship Course Requirements

2.1.1 Specific Course Objectives

The internship, as outlined in the Internship Agreement (Appendix A), requires that specific objectives for each intern be established and agreed upon by the host site supervisor and the Internship Coordinator before the internship begins.

2.1.2 Internship Tasks and Projects

There is no fixed set of topics/experiences that must be covered during the internship. A list of suggested tasks can be found in Section 3.2. Interns should function as professional staff members as much as possible.

The exercises and tasks assigned to interns are discussed individually between the intern and the site supervisor. Each student's Internship Agreement will then describe the tasks, projects, and experiences that he or she will undertake.

2.1.3 Assignments and Readings

2.1.3.1 Essay

The intern must identify and read a minimum of 10 articles concerning the work assigned by the site supervisor. The intern will prepare an essay about the host site

institution and the work completed there, referring to the literature read in preparation for that work. Host site supervisors are encouraged to recommend appropriate articles.

The essay should be a minimum of five pages, word-processed, and double-spaced, with margins no wider than one inch. The font should be Helvetica or Times New Roman, 12-point. All articles should be cited on a separate page at the end of the essay in MLA or APA format. Sample essays are available for students to examine in the DLIS office by appointment.

2.1.3.2 Journal

The student will also maintain a journal of work and hours completed by day for the entire internship period. The journal may discuss what the student has accomplished and learned, and comment on contrasts and similarities between classroom knowledge and actual practice. This includes comments about supervision, the host site institution, and interpersonal relations. Journal entries should be word-processed, double-spaced, with margins no wider than one inch. (See Appendix E for sample journal entry.)

2.1.3.3 Student Evaluation of Internship

The student will complete an evaluation of the internship (Appendix B). DLIS uses these evaluations to determine the quality of host sites and whether or not to recommend them to future students.

2.2 Criteria for Evaluation of Student Performance

Academic evaluation is completed by the Internship Coordinator on the basis of the intern's goals and objectives, completion of the journal, and the internship essay. The pass/fail grade is determined by the below factors:

Work (based on supervisor's evaluation): 55 percent

Internship Essay: 30 percent

Journal: 15 percent

2.3 Permission to Register for Internship

Students planning to register for an internship must complete all core courses and meet certain requirements (see the Graduate Bulletin for details). Students are also required to obtain the approval of the Internship Coordinator before making preparations for an internship. Students who do not have the appropriate forms (Appendices A and C) on file with DLIS before the internship begins will not be allowed to start or will be asked to discontinue their internships.

3.0 Selecting a Host Site for the Internship

The student makes the preliminary selection of a host site in the semester prior to registering for the internship. Students are encouraged to select sites that match their career objectives. They must be supervised at the host site by a credentialed librarian or information specialist. The Internship Coordinator assists the student with host site selection.

3.1 Applying to Be a Host Site and Related Responsibilities

DLIS maintains a file of host sites. Students refer to this for suitable projects, locations, and types of organizations.

To qualify as a host site, a library/information center must have:

- A professional librarian/information specialist with a master's degree in library and information science and appropriate qualifications to supervise the intern
- Work or special projects of a professional nature that will meet the learning objectives of the intern and DLIS

3.1.1 Application Materials

Applications to become a host site can be submitted at any time. The steps to apply include:

- 1) Complete the Application to Host Intern form (Appendix C).
- 2) Attach:
 - a. Current literature about the institution
 - b. Brief description of each potential job or project for the internship
 - c. Brief vita or resume for each supervisor of interns
- 3) Mail the requested information to DLIS.
- 4) A member of the DLIS faculty may visit potential sites
- 5) The Internship Coordinator may interview the prospective host site supervisor, often by telephone

3.1.2 Selecting an Intern

In the semester before the internship, students select potential sites, submit resumes to them, and arrange on-site interviews. Students must have approval from the Internship Coordinator before applying to sites.

The host site supervisor receives applications from potential interns; arranges interviews; evaluates candidates; and selects interns. The criteria for selection should be based on the needs of the host site, and host sites may reject students who apply if their credentials (E.g. courses taken) are not a good match for site requirements.

The host site supervisor and the intern together agree on the responsibilities, projects, and tasks to be outlined in the Internship Agreement (Appendix A).

3.1.3 Paperwork

Once a site has applied and been accepted, paperwork is minimal. Intern supervisors are asked only to:

- Review and approve the intern's Internship Agreement (Appendix A)
- Complete the Supervisor's Evaluation of the Intern (Appendix D) and send to DLIS two weeks prior to the end of the semester

3.1.4 Supervising an Intern: Supervisor's Responsibilities

- Provide an orientation to the entire institution, its policies and regulations, as well as appropriate introductions to other personnel. This will assist interns in understanding their work and the institution in which it is completed.
- Arrange a mutually agreeable schedule for the completion of 120 hours, 80 hours, or 40 hours of work in one semester. The number of hours depends on the intern and is directed to the course credit.
- Adhere to the Internship Agreement (Appendix A) so that the objectives of the intern and the host site are achieved.
- Periodically document the intern's progress. There should be no surprises in the end of the semester evaluation.
- Treat interns as professional members of the staff. Invite them to meetings, workshops, and other professional activities held at the site.

3.1.5 Interaction with DLIS

The Internship Coordinator is responsible for maintaining contact with the site and the intern to monitor the experience. Site visits are at the discretion of the Internship Coordinator.

3.1.6 Completion Checklist

The Completion Checklist for Host Site (Appendix H) helps supervisors track progress of the intern.

3.2 Possible Tasks for Interns at Host Site

Below is a list of possible tasks that interns may either perform or observe. Please note that this list is not exhaustive and interns are capable of and willing to perform any tasks needed.

Administration

Budgeting
Reports
Schedules
Media implementation
Program evaluation

Collection

Materials selection
Collection development
Circulation (manual or automated)
Inventory
Weeding
Cataloging
OCLC

Instruction

Bibliographic instruction – group
Bibliographic instruction – individual
Other information literacy instruction

Professional

Staff meetings
Regional professional meetings

Production/Computer Work

Desktop publishing
Create media presentations
Word processing
Database management

Maintenance

OPAC maintenance
Circulation system maintenance
General clerical tasks
Shelf maintenance
Repairs
Archive work

Public Relations/Programs

Bulletin boards/displays
Program planning
Creation of pathfinders/bibliographies
Storytelling
Book discussions
Social media (Facebook, Twitter, Library blog, etc.)
Other program administration

Reference

CD-ROM or other electronic media
searching/teaching
Internet searching/teaching
Online database searching
OPAC searching/teaching

Supervision

Clerical supervision
Volunteer supervision

4.0 Benefits of the Internship

4.1 Benefits for the Host Site:

- Prescreened candidates whose course of study, interests, and career goals match the host site's needs
- A person with professional preparation who is eager to work and who can undertake projects that regular staff seldom have time to do
- The opportunity to preview a potential staff member in actual work situations without direct cost or long-term commitment
- An opportunity to experiment with new procedures or services while minimizing the reassignment of staff
- An opportunity to expose the staff to new ideas and perspectives
- A voucher for one and a half credits of tuition remission at St. John's University for the host site supervisor
- The opportunity to improve professional practice by providing concrete, real-life experience for a novice professional

4.2 Benefits for the Student:

- Experience of professional practice in the real world
- Concrete application of theoretical abstractions learned in the classroom
- Awareness of new developments in the field
- An opportunity to provide a service to the professional community

4.3 Benefits for DLIS:

- Additional contact with practitioners
- Visibility for DLIS and its curriculum
- Faculty awareness of new developments in the field

5.0 Responsibilities and Expectations

5.1 Faculty Advisor

Each student has a faculty advisor who guides his or her academic experience throughout the program. The professors who teach DLIS courses are faculty advisors for students. They approve student registration for all courses, including internships.

5.2 Internship Coordinator

Internship Coordinators are DLIS faculty. The Internship Coordinators oversee interns based on the areas of interest.

Area of Interest	Internship Coordinator	E-Mail Address	Phone Number
Archives	Dr. Christine Angel	angelc@stjohns.edu	718-990-1452
	Dr. Kristin Szylvian	szylviak@stjohns.edu	718-990-5239
Law Libraries	Ralph Monaco	rmonaco@nyli.org	718-990-6200
Public Libraries	Dr. Kevin Rioux	riouxk@stjohns.edu	718-990-1458
	Dr. Shari Lee	lees2@stjohns.edu	718-990-1451
Academic Libraries	Dr. Kevin Rioux	riouxk@stjohns.edu	718-990-1458
Academic and Special Libraries	Dr. Rajesh Singh	singhr1@stjohns.edu	718-990-5705
All other areas	Dr. James Vorbach	vorbachj@stjohns.edu	718-990-1834

Internship Coordinator responsibilities:

- Assess student prior to registration to ensure prerequisites are met
- Assess host sites
- Approve Internship Agreement (Appendix A)
- Ensure that a copy of the signed Internship Agreement is in the student file before the internship begins
- Monitor student during the internship
- Act as the primary liaison with host sites
- Receive the host site Supervisor's Evaluation of Intern (Appendix D)
- Receive and grades written assignments as specified in the Internship Agreement
- Determine final grade for the internship
- Ensure that the host site supervisor and student receive a copy of the Internship Agreement
- Supervise maintenance of files about host sites
- Monitor student evaluations of their internship experiences to ensure consistency and quality across all course sections of the internship and sites
- Forward all original forms and files to DLIS for permanent files

5.3 Host Site Supervisor

- Interview and select interns
- Provide interns with an effective orientation to the institution
- Treat interns as members of the professional staff
- Provide thorough training for tasks and procedures assigned the intern

- Approve and adhere to the terms of the Internship Agreement (Appendix B)
- Participate as a teacher in the professional education of the intern
- Help interns identify potential projects at the site
- Supervise the intern's work
- Report problems and progress to the Internship Coordinator
- Evaluate the intern and complete the Supervisor's Evaluation of Intern (Appendix E)

5.4 DLIS

- Send handbooks and cover letters to potential host sites
- Provide handbooks online
- Maintain host site list with information provided by the Internship Coordinators
- Maintain and file student records, internship agreements, and evaluations

DLIS Contact	Position	E-Mail Address	Phone Number	Fax Number
Dr. James Vorbach	Director	vorbachj@stjohns.edu	718-990-1834	718-990-2071
Linda Russell	Administrative Assistant	russell@stjohns.edu	631-218-7756	631-218-7755*

*Unless otherwise instructed, please direct all fax transmittals for internships to this number.

5.5 Student

- Maintain a 3.0 grade point average or above
- Have completed all core courses
- Have written permission of the Internship Coordinator and faculty advisor
- Meet any special host site requirements, including citizenship, security requirements, and concentration requirements
- Successfully apply to the host site and interview with host site supervisor
- Submit Internship Agreement (Appendix A) to DLIS with appropriate signatures
- Register for appropriate internship section
- Complete assignments at the host site
- Maintain journal
- Complete internship essay
- Submit Student Evaluation of Internship (Appendix B) to DLIS
- Be professional
- Adhere to policy and procedures of host site
- Apply classroom knowledge to practice in the field



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Division of Library and Information Science Internship Agreement

This agreement is designed to guide the interns studying in the St. John's University Division of Library and Information Science. It lists the intern's goals and objectives, work area, assigned projects, and evaluation methods.

Directions: The intern, the site supervisor, and the internship coordinator must complete and sign the agreement and submit it to the DLIS office prior to the start of the internship. The intern is responsible for completing the internship agreement with the advice of the site supervisor and internship coordinator.

Student Information

Name: _____ X Number: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ E-Mail: _____

Host Site Information

Institution Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Supervisor Name: _____

Title: _____

Phone: _____ E-Mail: _____

Signatures

Intern

Date

Host Site Supervisor

Date

Internship Coordinator

Date

Overview of Internship (to be completed by intern)

1. *Description:* Describe the responsibilities for the internship – projects, programs, and experiences. Attach an additional page if necessary.
2. *Goals:* What do you expect to learn? Be specific and concrete! How will this differ from what you have learned in the classroom?
3. *Theory into practice:* Identify one theory or abstract concept learned in the classroom which you will apply to practice as an intern. How will that theory or concept be applied?
4. *Skills:* Identify specific skills you will practice as an intern.
5. *Concentration:* Identify how the internship will improve your knowledge of practice in your selected concentration.
6. *Interpersonal behaviors:* Identify one improvement you wish to make in the way you work with others (librarian colleagues, supervisors, staff, and patrons). Describe how the internship will provide a structure for achieving that change.

7. *Other objectives:* Please describe any other objective(s) you wish to achieve while serving as an intern.

8. *Project description:* List the work you will be assigned as an intern. Include any special projects to which you will contribute time and effort. Attach additional sheets as needed.

9. *Intern supervision:* Describe the role of your site supervisor at the host organization, specifying: 1) the orientation, 2) the nature of instruction, 3) the supervision, and 4) the evaluation techniques to be provided.



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Division of Library and Information Science Student Evaluation of Internship

Directions: Students must mail, fax, or e-mail the completed form two weeks before the end of the internship semester.

ATTN: Linda Russell, Division of Library and Information Science
St. John's University, 120 Commerce Drive, Hauppauge, NY 11788
Fax: 631-218-7755, E-mail: dliis@stjohns.edu

Student Name: _____

X Number: _____ Internship Semester and Year: _____

Host Site: _____

Host Site Supervisor: _____

Internship Coordinator: _____

Faculty Member: _____

Please respond to the following:

1. How meaningful was this internship to your career and professional development? Explain below.

2. What do you consider the most outstanding aspects of this internship?

3. What do you consider the least valuable aspects of this internship?

4. How well did the experiences and time spent match the internship agreement? Explain below.

5. How well did DLIS provide direction and feedback about your internship? Explain below.

6. Did you receive enough instruction and feedback during the internship? How was it conveyed to you? (E.g. written/oral, formal/informal, etc.)

7. Would you recommend this internship or supervisor to other students? Why or why not?

8. Please note any additional comments.



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Division of Library and Information Science
Application to Host Intern

Directions: Please complete one form for each separate department or division of your institution that would like to host an intern. Attach (1) current literature about the institution, (2) a brief description of each potential job or project, and (3) a brief curriculum vita or resume for each supervisor of interns. Send this application and all accompanying materials to:

ATTN: Linda Russell
Division of Library and Information Science
St. John's University
120 Commerce Drive
Hauppauge, NY 11788
Fax: 631-218-7755

Institution Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Contact Name: _____

Title: _____

Telephone: _____ Fax: _____

E-Mail Address: _____

Chief Administrator's Name: _____

Title: _____

Telephone: _____ Fax: _____

E-Mail Address: _____

Type of Institution (check all that apply):

- Public Library
Academic Library
Special Library (Please describe: _____)
Other site (Please describe: _____)

Check all semester(s) during which you can host an intern:

- Fall (mid-September to calendar year end)
Spring (late January to early May)
Summer (early June to late August)

Signature and title

Date



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**Division of Library and Information Science
Supervisor's Evaluation of Intern**

Directions: Supervisors of interns must mail, fax, or e-mail the completed form two weeks before the end of the internship semester.

ATTN: Linda Russell, Division of Library and Information Science
St. John's University, 120 Commerce Drive, Hauppauge, NY 11788
Fax: 631-218-7755, E-mail: dlis@stjohns.edu

Student Name: _____

X Number: _____ Internship Semester and Year: _____

Host Site: _____

Host Site Supervisor: _____

Part I

Please rate the intern's performance in the following areas:

	Excellent	Good	Satisfactory	Fair	Unsatisfactory
Quality of work					
Ability to learn					
Dependability					
Initiative					
Professionalism					
Productivity					
Planning and organization					
Interaction with staff					
Adaptability to organization's culture/policies					
Oral communication					
Written communication					
Overall performance					

Please tell us about your experience with your SJU intern:

	Excellent	Good	Satisfactory	Fair	Unsatisfactory
Intern was prepared for the work assigned.					
Intern fulfilled the internship goals.					

What grade would you recommend that the intern be given? Pass Fail

Please provide any further comments necessary to give a complete picture of the intern’s performance.

Part II

The Division of Library and Information Science at St. John’s University would appreciate your writing a reference letter as another form of documentation of the internship experience, including comments on the following, in addition to anything else you would like to share:

- The intern’s written and oral communication skills.
- The intern’s initiative.
- The intern’s attitude towards work and colleagues
- The intern’s demonstration of professional growth.

Name and title (please print)

Signature

Date



Division of Library and Information Science
Sample Journal Entry

[Date, Time (Number of Hours)]

Today I covered the reference desk for the first two periods and it was busy. The questions ranged from directional to intensive research, from assisting a freshman who had never used the OPAC, to directing a teacher to NASA information, to a student working on an Advanced Placement term paper in English Literature. In my relatively quiet moments at the desk, I stole some time to check websites for the pathfinder I've been working on, which is meant to guide senior journalism students interested in this new notion of embedding reporters in action during conflicts.

After the desk, I was invited to meet with the librarians who were discussing some of the new interfaces for the library's bibliographic databases and how to best display them within the library's website. They are concerned about addressing this before the site goes live in order to avoid some of the anticipated problems.

After lunch, I attended a meeting of the Social Studies Department to plan some collaborative units for later this year. My responsibility will be to create pathfinders and webliographies for topics selected by the teachers.

My last hour was devoted to reviewing my latest collection selection decisions with my site supervisor. All were approved!



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Division of Library and Information Science Non-Discrimination Policy

St. John's University has guidelines pertaining to hiring, affirmative action, and sexual harassment. The Division of Library and Information Science requires host sites to adhere to these guidelines. If an intern encounters discrimination or sexual harassment, the Internship Coordinator or Director of Employee Relations and Compliance should be notified immediately.

Policy of Non-Discrimination

St. John's University does not discriminate on the basis of race, color, national or ethnic origin, religion, age, sex, marital status, or disability in admitting students to its programs or in administering its educational policies, admission policies, scholarship and loan programs, athletics and other institutionally administered programs or activities generally made available to students at the University. In addition, the University continually strives to fulfill its educational goals by maintaining a fair, humane, responsible, and non-discriminatory environment for all employees and students.

St. John's University has and will continue to comply with the various applicable laws relating to civil rights and will afford an equal opportunity for an education without regard to sex, race, age, creed, color, national origin, marital status, or disability.

Please contact the Director of Employee Relations and Compliance (718-990-2660) if you have any questions or need to make a complaint.

Policy on Sexual Harassment

The University's policy of providing equal opportunity to faculty, students, and staff mandates that present and prospective members of the University community be judged solely on criteria relating to credentials and academic or job performance. Sexual harassment is inimical to an appropriate working and learning environment and will not be tolerated. Sexual favors may not be required either explicitly or implicitly as a term or condition of an individual's academic progress or employment.

Sexual harassment of employees by supervisors or of students by faculty or administrators that imposes a requirement of sexual cooperation as a condition of employment or academic advancement or which creates an intimidating, hostile, or offensive working or learning environment is prohibited. The University will promptly investigate complaints of sexual harassment and, when necessary, will institute disciplinary proceedings against the offending individual.

Complaints of sexual harassment may be brought to the Director of Employee Relations and Compliance (718-990-2660). Complainants are assured that problems of this nature will be treated in a confidential manner.

Students with F-1 Visas

Students with F-1 visa status can be placed as interns, provided that the work is part of the program of classroom study and it is a structured, supervised off-campus experience. Host sites have the right to reject interns who are not permanent residents or U.S. citizens, if security so warrants. International students (F-1 visas) may have restrictions placed on their acceptance of paid internships.

Please contact Student Services for any questions regarding an international student participating in an internship.



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Division of Library and Information Science Completion Checklist for Intern

Directions: Interns should record the date when they have completed each of the following requirements.

Semester Prior to Internship

- Meet with internship coordinator to review eligibility
- Interview with potential host site supervisor and any required administrators.
- Complete any paperwork required of host site.
- Have host site supervisor complete the Application to Host Intern and attach a brief description of each potential job or project, a brief curriculum vita or resume for each supervisor of interns, and literature about the organization (if not already on file with the DLIS office)
- Complete the Internship Agreement and obtain appropriate signatures
- Return completed Application to Host Intern and Internship Agreement to internship coordinator
- Meet with faculty advisor to get signature on Internship Agreement and semester advisement forms
- Return semester advisement forms to the DLIS office
- Register for LIS 269, 269B, 296D, or 269E, as applicable, depending on the number of credits and type of internship approved

Semester of Internship

- Complete required internship hours (*General: 40 or more hours per credit, up to a maximum of three credits, or 40 hours for zero credit*)
- Attend classes online or on campus
- Complete internship journal
- Complete essay based on 10 readings
- Complete Student's Evaluation of Internship
- Make sure Supervisor's Evaluation of Internis sent to the DLIS office

_____ *Record date all above requirements have been met.*



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Division of Library and Information Science Completion Checklist for Host Site

Directions: Host site should record the date when each of the following requirements are completed.

Semester Prior to Internship

- Interview intern
- Give intern any paperwork required of institution
- Fill out Application to Host Intern and attach a brief description of each potential job or project, a brief curriculum vita or resume for each supervisor of interns, and literature about the organization (if not already on file with the DLIS office).
- Review and sign the Internship Agreement

Semester of Internship

- Orient intern to institution's practices and procedures, not limited to the area which the intern is assigned
- Monitor intern's hours
- Complete and submit Supervisor's Evaluation of Intern

_____ *Record date all above requirements have been met.*