

# First Regional Library Training Plan 2008

## STAFF TRAINING HISTORY

First Regional Library has always considered training as an integral part of its mission. Each year the library closes for one full day for a Staff In-service Day in which training plays a major role. Training on this day and throughout the year ranges from topics such as information delivery skills, the library's circulation program, searching and reference skills, customer service, youth services, reader's advisory, emergency procedures, and other public service skills.

New hires are trained through an orientation program that teaches SirsiDynix skills, the reference interview process, and basic Internet skills and searching. More focused training has included systemwide training for new software or new policies or procedures such as the computer reservation program EnvisionWare, the new JavaClient update to the SirsiDynix circulation software, or the new policy and procedures involving the checking out of laptop computers.

Periodically, outside trainers will be brought in to refresh skills such as Microsoft Office, MAGNOLIA databases, Internet searching, and diversity training.

Recognizing the need for a more formal and organized training plan and schedule, First Regional Library created a full-time position of Staff Development Coordinator and the position was filled in January of 2008.

## PURPOSE

The purpose of this plan is to provide a comprehensive framework for the training aspect of First Regional Library's service to their staff and the community. The overall goal is to provide the training needed to the staff so that they might best serve the community and to give the community the opportunity to further their learning and enjoyment of leisure time activities.

## GOALS AND OBJECTIVES

Note: Many of the following goals and objectives are excerpted from the First Regional Library's Technology Plan (July 2008-2011).

### Goal: Develop staff training structure

- Objective: Design training database
  - Develop structure of database (May 2008)
  - Ensure data will transfer to spreadsheet for analysis capabilities (May 2008)

- Maintain staff continuing education records (Ongoing)
- Keep track of classes and training (Ongoing)
- Provide statistics on training and attendance (Ongoing)
- Objective: Develop class list
  - Survey branch heads for current training needs (March 2008 / Annually)
  - Survey headquarters staff for training needs (March 2008 / Annually)
  - Synthesize library literature, current technology, and needed people skills into a class list (April 2008 / Ongoing)
  - Break class list into five headings of: Orientation, Customer Service, Information Delivery, Technology, and Professional Growth (April 2008)
- Objective: Develop curriculum for competencies based on staff positions
  - Review current job descriptions (January 2009)
  - Develop Library Assistant I, II, III, and Senior Library Assistant job descriptions (February 2009)
  - Update new trainee checklist (June 2009)
  - Design a core competency class list based on staff position (August 2009)
  - Provide recognition for library staff members who achieve learning goals (August 2009)
  - Develop a personal development plan (September 2009)
  - Develop a cross training plan (September 2009)
  - Develop competencies and learning goals based on each staff member's role. (October 2009)
- Objective: Assess and update staff evaluation process
  - Survey staff on current evaluation process (April 2009)
  - Design an evaluation process based on observable actions (October 2009)
  - Build professional development goals into the staff performance evaluation process (October 2009)
  - Review evaluation on an ongoing basis and update based on staff feedback (Ongoing)
- Objective: Plan the design and delivery of training.
  - Request funds for training (July 2008)
  - Assess the best method of delivery for each class (July 2008)
  - Seek outside and supplementary training for those doing the training (Ongoing)
  - Review current literature in each training area (Ongoing)
  - Make sure all staff members are notified of both First Regional and outside training opportunities as they become available (April 2008)
  - Have library staff members self-assess their learning style preferences (October 2008 / New hires)
  - Develop class plans and needed materials (November 2008)
  - Recruit trainers from current staff – ask in-house experts to share their knowledge (November 2008)
  - Develop and communicate a clear procedure for staff to request training (December 2008)
  - Support multiple learning styles to increase staff learning success (January 2009)

- Make the library a learning organization by supporting on-going and peer learning. (Ongoing)
- Objective: Evaluate the effectiveness of training
  - Develop a procedure for evaluating the success of training (December 2008)
  - Plan a follow-up procedure to ensure staff understanding (December 2008)
  - Create an ongoing process to review training evaluations and draw conclusions from them (January 2009)

**Goal: Provide an effective orientation**

- Objective: Assess orientation process
  - Review current orientation process with headquarters staff (April 2008)
  - Interview staff of less than eighteen months on effectiveness of current orientation process (April 2008)
- Objective: Update orientation
  - Ensure orientation covers: library's mission, philosophy, goals, services, and specific job responsibilities (April 2008)
  - Coordinate orientation responsibilities with Branch Heads (May 2008)
  - Make sure all staff are aware of orientation times (May 2008)
- Objective: Evaluate the effectiveness of the orientation process
  - Develop an ongoing evaluation process for orientation (June 2008)
  - Follow-up with staff after the initial training period to ensure understanding (Ongoing)
  - Update orientation process based on assessment and staff feedback. (Ongoing)

**Goal: Address the training needs of staff.**

- Objective: Assess the skill level of all staff
  - Have all staff take WebJunction's Staff Skills Survey (October 2008 / Annually)
  - Have all staff take a Customer Service Assessment (October 2008 / Annually)
  - Review patron comment cards from all branches (November 2008 / Annually)
  - Survey branch heads for staff that need additional training (November 2008 / Annually)
- Objective: Provide training opportunities for staff
  - Implement classes from training structure (January 2009)
  - Seek outside training opportunities and present these opportunities to staff (Ongoing)
  - Encourage self-directed learning (Ongoing)
- Objective: Evaluate the effectiveness of training
  - Develop a comprehensive procedure of evaluating the success of training (December 2008)
  - Create an ongoing process to review training evaluations and draw conclusions from them (January 2009)

**Goal: Provide public programs, classes and exhibits based on communities needs.**

- Objective: Assess the needs and wants of the public
  - Survey community asking what programs, classes, and exhibits would be of interest (November 2008)
  - Work with area literacy councils and schools (Ongoing)
  - Work with Youth Services Coordinator and Early Childhood Services Coordinator to promote partnerships with schools and daycare centers (Ongoing)
  - Survey branch heads to find out what programming has been popular or requested (November 2008)
  
- Objective: Plan the design and delivery of classes
  - Review community survey and plan to offer a range of broad and niche classes (February 2009)
  - Assess the best method of delivery for each class (March 2009)
  - Review current literature in each training area (Ongoing)
  - Develop class plans and needed materials (March 2009)
  - Develop and communicate a clear procedure for community to sign up to classes (April 2009)
  - Coordinate public classes at branches with branch heads (April 2009 / Ongoing)
  - Provide a technology training program (April 2009)
  - Survey library staff and volunteers to determine what relevant skills they have for teaching classes (May 2009)
  - Work with Public Relations Specialist to develop a marketing program to notify community as classes as they become available (June 2009 / Ongoing)
  - Provide classes on library, language, and literacy (June 2009 / Ongoing)
  - Develop an online registration form to make it easy for patrons to sign-up for training opportunities in the library (August 2009)
  - Develop e-learning classes where appropriate (September 2009 / Ongoing)
  - Provide a library orientation for students (September 2009 / Ongoing)
  - Support multiple learning styles to increase learning success (October 2009 / Ongoing)
  
- Objective: Plan the delivery of programs and exhibits of interest
  - Review the survey and plan to offer a range of broad and niche programs and exhibits (February 2009)
  - Seek out author visits, humanity programs, and historical programs of interest (February / Ongoing)
  - Seek out community resource people to offer programs (Ongoing)
  - Keep current with programming resources (Ongoing)
  - Seek out informational, cultural, and historical exhibits (March 2009 / Ongoing)
  - Keep current with organizations and resources that offer exhibits (Ongoing)
  - Seek funding for programs and exhibits (April 2009 / Ongoing)
  - Coordinate with branch heads to offer these programs and exhibits (April 2009 / Ongoing)
  - Identify a designated room or other space in branch that can be closed off during patron training sessions (June 2009)
  - Work with Public Relations Specialist to develop a marketing program to notify community of programs and exhibits as they become available (June 2009 / Ongoing)

- Objective: Evaluate the effective of offered classes, programs, and exhibits
  - Use WebJunction's Technology Training for Patrons assessment to establish and check progress of technology training. (March 2009 / Annually)
  - Keep statistical records of attendance (Ongoing)
  - Develop a standardized evaluation form for training classes offered in the library (June 2009)
  - Implement a formal process for soliciting feedback from trainers after each training class (July 2009)
  - Develop a process for evaluating programs and exhibits (July 2009)
  - Create an ongoing process to review evaluations and draw conclusions from them (August 2009 / Ongoing)

## **IMPLEMENTATION PROCESS**

This plan will be implemented in stages and evaluation will be constant as new stages are reached and current stages are evaluated and reviewed for best processes. As implementation proceeds each step of the process will be recorded and the plan will be reviewed yearly to update according to new information and processes.