Support and Training Needed by Library Staff to Better Pursue New Directions

Comments and Notes from Snapshot Discussion on 10 April 2008

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- Provide baseline training for staff in commonly used technological tools
- Create standardized procedures across departments and units
- Disseminate training opportunities available through the Library, campus, and other sources
- Offer cross-functional training between units so that staff in one unit can better understand how their work fits into the "big picture" of the Library and the work of other units. (Also allows for more interaction and collaboration opportunities.)
- Look into UCSC's model of modules for staff training; what other libraries have comprehensive staff training programs and, if so, how are they successful?
- Provide different methods for training (e.g., in-person lectures, hands-on workshops, web-based eLearning tools)
- Schedule lunchtime training sessions – a good time for many staff members to attend
- Remove obstacles that prohibit booking spaces for staff training sessions (e.g., allow access to library training rooms for staff training during the academic year)
- Include systematic technology training and innovative thinking in staff job descriptions and routinely part of every staff review
- Hold supervisors accountable and evaluate them based on developing their staff; what do supervisors need to make staff development happen?