New Directions Retreat Notes
April 15 and 16, 2008

Support and Training for Staff

- **Starting Point:** Put circulation policy and docs on wiki. CSG to keep it up to date
- **Starting Point:** Review list of training needs developed by Organizational Development
- Liz Elliott would work with us on training
- Self-assessment for skills inventory – what people have and what they need. Tap staff with skills to train others
- Have Library-wide trainings as appropriate
- Some skills (e.g. project management) not a usual identifiable skill
- Address current and anticipated needs. There are current known gaps in training. No one is providing needed training. Need to address this.
- Unit-level particular trainings. Can use unit-level technology, wikis, etc.
- Concern: do studies, but what will happen? Suggestion: start something now and taskforce to study
- “Drivers license” for computers: baseline, intermediate, etc. Aggregate and capture all ND skills needed, plus old skills still needed
- Re-institute “circuit riders” – IT folks to go to different units. Have more self-supporting units re: Tech Services
- Have a training wiki/bulletin board model. Need wiki-website
- Update Berkeley Processing model
- Update Tech Services directory on our website so everyone knows who to call for what
- Certain units do things differently – need consistency, but allow for deviations
- Direct staff to UC Santa Cruz site re: Web 2.0, etc.
- Revive reference skills manual
- Appoint Tech Services person as training contact
- Simplify processes so doesn’t require 600 page manual