

June 11, 2001

To: Patty Iannuzzi and Doe/Moffitt Unit Heads
Fr: Doe/Moffitt Working Group on Training
Re: Report and Recommendations

The Doe/Moffitt Working Group On Training (D/MWGT), composed of members from across the Library, was charged with continuing the foundational work of the D/M Unit Heads Subgroup on Training. The recommendations submitted herein serve to provide a plan for coordinating Library training events that are typically open to any interested staff member. It is not the Group's intent to pre-empt training events that are arranged by individual units targeted to their own unit members. We fully expect that the highly specialized and localized efforts which meet unit's needs and objectives will continue.

Recommendations:

1. Develop an infrastructure for disseminating training information:
 - Create a staff training Web page, authored by the Doe/Moffitt training coordinator, which will be a clearinghouse for course descriptions, schedules, supporting material such as handouts, and links to outside training
 - Create a staff training e-mail archive (like meeting minutes archives) and encourage all staff offering training to cc their mail to the archive
 - Post training events to the Library Staff Calendar Web page (calendar to be arranged by the Doe/Moffitt Training Coordinator, Web Master, and Librarian's Office Administrative Assistant to the AULs)
2. For continuity, create a Training Advisory Group to be made up of:
 - Doe/Moffitt Training Coordinator
 - Librarian's Office Administrative Assistant
 - LHRD Training Coordinator (to be hired)
 - Coordinator of Library Instruction (to be hired)
 - Other staff from inside and outside Doe/Moffitt who are interested in training issues
3. Implement training scheduling for series and individual sessions immediately. Currently in process are:
 - Making Effective Referrals (first Fridays, 8:30am-9:45am)
 - Reference Resources by Subject Area (third Thursdays, 1:30pm-3:00pm)
 - Single sessions on Library Web page production, Web searching and evaluating, and basic online catalog competency (see the attached Current Schedule)
 - Vendor presentations
4. Pay special attention to the training needs of students and their supervisors:
 - Schedule regular sessions in basic online catalog competency for students, which should include a hands-on exercise or assignment
 - Schedule regular sessions in student supervision expectations and guidelines

5. Require support from managers, supervisors and administrators for the training programs:
 - By making time for staff to participate in programs, and rewarding staff for developing and acquiring skills
 - By identifying staff in need of training and recommending appropriate training
 - By making support for training programs an element in supervisors', managers', and administrators' performance reviews

These recommendations are augmented by the following attachments:

- Current Training Schedule calendar pages
- Training Program Infrastructure elements
- Proposed Academic Year Calendar Model
- Training Event Description form
- Training Program Needs table
- Doe/Moffitt Working Group on Training charge

The last five items should be considered blueprint material to be referred to by the future Training Advisory Group. We emphasize the importance of the *Training Program Needs* table, which incorporates four work aspects: General Public Services, Reference Services, Employee Development, Supervision and Interrelations, and Technology Skills. The table provides a means of viewing training needs, suggested audiences, descriptions/outcomes, venues/programs, and recommended frequency.

There's been no lack of training efforts in the past, but effectiveness has been severely hampered by a lack of overall coordination and continuity. The Working Group hopes that its efforts will help increase the frequency and quality of training for library staff in Doe/Moffitt and throughout the Library, with the ultimate goal of improving our execution of the Library's public service mission.

Respectfully submitted,

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