Library Staff Meeting

April 10, 2014

Present: Peggy Phetterplace, Laura Price, Steven Bianco,

Jill Uhler, Chris Ludvigsen

Meeting start: 1:40pm

Student training meeting

* Peggy suggests that time for completing training not be rigid because each student will have a different schedule.
* After a discussion, Peggy approves the use of a training checklist to facilitate the organization and communication of training.
* Peggy notes that work-study students will need to know specific information relating to the work-study program, so she will sit down individually with these students some time during their training. This item should be added to the student training checklist.
* First thing in training should be time card and policy related information each student needs to know.
* On the first day of training, students should be given a tour of the library and shown how the library as a whole functions. They can also meet with librarians at this time if one is available.
* It’s important to prioritize the checklist and revise it according to current needs.
* Laura suggests compiling a list of training-related activities trainees can do on their own if the staff member they are training with has something to attend to.
* Steven suggests creating a “staff key” of certain information that can help in the training of certain areas of knowledge.
* **ACTION ITEM**: Laura will take the lead on revising the check list. Prioritization and rate of training will be considered.
* Peggy suggests giving the students a refresher course in training every semester. This can be developed as a separate training checklist in the future.
* **ACTION ITEM**: Steven will create a 30-60 minute training seminar on the most commonly asked tech questions. EG: double-spacing in Word, saving files to the network drive, etc. Student will be asked to engage and learn how to do these things for themselves, so they can also show patrons how to do them.
* Peggy created a tentative schedule of which students will be training with which staff member, according to their respective schedules. She notes that since the student schedules change every semester, so will the training schedule.
* **ACTION ITEM**: Chris will create an “end of training” evaluation to make sure each student has learned what they need to by the end of the training. He will start on this once Laura and all have finalized the training checklist.
* On the subject of whether the trainee will shadow staff members for the first couple of days or if they will start working with patrons at the desk right away: Peggy determines that it would be best for the trainees to shadow staff members for a couple of days first, but staff members can gauge each trainee to see when they are ready to start working more independently.
* **ACTION ITEM**: Chris and Steven will start working on how to revise the training module to make it simpler and more user-friendly.
* Chris mentions that it will be important to maintain communication between staff members, so we are all on the same page as to where each student is at in their training. Creating a file folder with a place for the staff training checklists for each student will be a step toward maintaining better communication.
* **ACTION ITEM**: Jill will create the file folder at the front desk.
* Steven created and brought a list of Exercises/Activities to Formalize for students (see attached at bottom)
* **ACTION ITEM**: Jill and Steven to create a “fake patron” and collect “dummy books” to be used for student training exercises.
* **ACTION ITEM**: Peggy will look over training module for revision ideas.
* Staff collectively talked about priorities for student training.
1. Paperwork – time cards, etc.
2. Library tour – possible sit-down with librarians
3. Basic Aleph stuff
4. WEPA and copier training
5. Grand tour
6. Tech basics
7. Shelving/ Library of Congress- use online module, LC cards, and books
8. Secondary circulation skills/information: ILL, etc.
* **ACTION ITEM**: Steven and Jill will create laminated cards for each circulation computer including circulation policies on how many books can be checked out to students, community members, etc.

**ACTION ITEMS**:

Peggy-

1. Look over online training module to suggest ideas for revision.

Steven-

1. Work on Tech. training for students
2. Work with Chris on revising online training module
3. Work with Jill on circ training cards
4. Work with Jill on creating fake patron in Aleph and collecting dummy books for training

Laura-

1. Revise training checklist

Chris-

1. Create training evaluation after the checklist is finalized
2. Work with Steven on revising online training module

Jill-

1. Create file folder at the front desk to house staff copies of the student training checklists
2. Work with Steven on creating fake patron in Aleph and collecting dummy books for training
3. Work with Steven on circ training cards

Meeting adjourned: 2:58pm

Exerices/Activities to Formalize

For students

* Adding a patron
* Using Aleph
* Demo placing hold
* Demo Hold request
* Connect Card
* WEPA/ copiers
* Cards to teach shelving
* Telephone – eg: book donation? What to do
* Grand tour demo
* Book drop – beginning of shift
* Opening duties
* PIN reset
* Notes? What to do
* Look up patrons without card