

Employee Development Group
(Priority Strategic Initiative Coordinating Committee 16/18)

Quarterly Report, July 2002

Committee Goals

Create a staff development and in-house training program for library faculty and staff; support scholarly efforts of library faculty

Members

Deb Kulczak (Chair), Andrea Cantrell, Elaine Contant, Karen Myers, Janell Prater, Sherryl Robinson, Kareen Turner, Michael Dabrishus (liaison)

Overall Objectives:

- Determine training priorities based upon the feedback given by the support staff and faculty development groups
- Work with university personnel to provide needed training programs within the library
- Develop an orientation program for existing and new staff and faculty
- Determine criteria for faculty and professional staff to pursue scholarly efforts within the bounds of existing budgets
- Identify methods to support staff initiatives
- Serve as oversight group for the Student Staff Training Committee and the OPAC Training Committee.

New Employee Orientation

The group (originally a sub-committee of Contant, Kulczak, Myers, and Prater) has worked with the library Human Resources Office to develop a list of components that should constitute the new employee orientation process for classified, non-classified, and faculty employees. The complete report has been forwarded under separate cover and should soon be available on the StaffWeb.

As indicated last quarter, the group also developed a prototype Web orientation manual. After a meeting with the Dean, the group is currently re-evaluating the scope and purpose of this document. Two principle questions under consideration are the following:

- 1) Should the manual be aimed only at new employees? Arguably, it contains information that is of use to all library staff.

- 2) If the audience is all employees, then do we really need this alternate interface to information that is already available on the StaffWeb and other sources? Or would that just be more confusing?

The group welcomes additional feedback for the manual, and the URL is:
<http://www.uark.edu/libinfo/NewEmp/NewEmp.html>.

Supervisor Training Program

A sub-committee (Cantrell, Robinson, and Turner) continues to work on the proposed supervisor training program. Cantrell prepared several drafts for the group. One is a “Directory of Library Employee Training Sources” that provides a listing of training resources available in the library, on campus, and outside the institution grouped by subject area. The process involves three phases:

- 1) Assess the resources
- 2) Organize information related to the resources
- 3) Provide and implement training and structure.

The directory will include different types of resources such as books, videos, online resources, speakers, and resource persons for mentoring.

Turner has been investigating the human resources program in the Walton College of Business, particularly in light of the fact that it may become a model for the campus as a whole. Susan Bristow from the Human Resources Division of the Walton College subsequently met with the group on July 23 to describe their program and to answer questions from the group. The following is a summary:

The college's Staff Development Program (this really does mean “staff,” and not faculty) began four or five years ago and originated with the Staff Council of the College. The program includes components of professional development (such as leadership, software training, and time management) and personal development programs (e.g. personal finance). But the program also features social programs such as quarterly birthday celebrations and a Welcome Wagon.

Courses were developed for the staff and are offered every three weeks. Some are presented by representatives of the college, and others are “good will” seminars featuring volunteer speakers from other areas of the campus and community who provide a variety of information. Courses are 2 hours in length and are usually set during work hours (2-4PM). The topics presented by the speakers are evaluated and staff can recommend future topics. This year there were 5 new subjects added to the program.

Course participants are charged a \$10 fee. However, departments within the college usually pay the fee, which goes towards printing of materials, graduation program ceremony, recognition plaques, and employee luncheons. To graduate, a staff member must attend 5 courses out of those offered. Employees from outside the college may participate as availability allows (20-25 participants per session). Susan mentioned that the program's "kick-off" will be Thursday, August 1 in Room A of the Reynolds Center, and staff can begin signing up for seminars. She invited the group to attend for more information.

The college offers several incentive and motivational programs. One is the Employee of the Quarter/Year Program. Those selected for the quarterly award get to use a special parking space during their quarter, and the yearly recipient receives a cash award. The quarterly "Fish Award" recognizes a department with outstanding performance and is based on the Fish! philosophy (developed by Seattle's Pike Place Fish Market and featured in the video we show student staff employees). The winning department receives a "bass trophy" for their accomplishment, and they get to nominate the next recipient. The college has also explored the state's CLIP program (Career Ladder Incentive Program) that would promote classified staff and allow them to "move up the career ladder" within the college. Based on evaluations, staff would receive a promotion that includes a salary increase, but no added duties. Bristow stated that this program has been approved by the state, but not yet implemented by the university.

Bristow also described the college's yearly staff retreat. Employees are strongly encouraged to attend this one-day retreat that is scheduled during work hours in May or June. The program for the retreat includes an address by the Dean of the college and various team building activities and informational sessions. Breakfast, lunch, and breaks are provided, as are door prizes, t-shirts, etc. Usually 55-60 employees (out of 75) attend the retreat, and sites have included state parks, the Jones Center, and their current preference, Mt. Sequoyah.

Other components of the Staff Development Program include orientation for new employees, a mentoring program, a scholarship for university classes (now in the works), release time for classes, an employee discussion list, a wellness program, and a staff roundtable which meets with the Dean..

Publicizing the program is also a part of the college's mission. They use Microsoft Publisher to produce an informational brochure, and program news is provided via the UA Daily Headlines. The URL for the Staff Development Program is: <http://staffcouncil.walton.uark.edu/sdpdefault.htm>.

A final topic of discussion for the group was the possible use of tools such as the Meyers-Briggs Type Indicator or True Colors program for personal development and improved communication.

Employee Suggestion Form

The form is available for use. The library human resources office is currently finalizing details of a moderated discussion list that will serve as a forum for suggestions received, as well as other personnel issues.

Conference Report Program

Janet Parsch received a query from Alberta Bailey about organizing a session for recent conference attendees (ALA, Innovative Users' Group, and others) to report on sessions they attended. Kulczak and Parsch discussed the issue and agreed that Parsch will compile a list of those willing to make a report, while the PSICC will organize the program itself. It is hoped that this will become an annual event for employees to share what they have learned.

PSICC Membership

The group was asked to provide a recommendation about membership for next year. After discussion, the group expressed interest in finishing tasks begun in the current year. The recommendation was therefore that the group continue as it presently exists, but with the addition of Kathy Riggle as a liaison from Human Resources. This would aid greatly in the coordination of activities between the group and that office.