

Employee Development Group
(Priority Strategic Initiative Coordinating Committee 16/18)
Annual Report, June 2003

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 (Co-Chair), Andrea Cantrell, Elaine Contant, Karen Myers, Necia Parker-Gibson, Janet Parsch (liaison), Janell Prater, Kathy Riggle, Sherryl Robinson (Co-Chair), Kareen Turner

Overall Objectives from "PSICC Objectives for FY 2003"

- Complete work on the new employee orientation process, including the online orientation manual. The manual should reflect those items that are of common interest to existing as well as new employees.
- With input from supervisors, develop a training program for new and existing supervisors.
- Consolidate training initiatives into a comprehensive library employee training program, including, but not limited to, OPAC and other library web training, student worker training, and information technology competencies.

Report of Activities

New Employee Orientation

In July, 2002, the group submitted a report detailing recommended components of a new employee orientation process for classified, non-classified, and faculty employees. Since then, a sub-group [Contant, Myers, Parker-Gibson, Parsch (liaison), Prater, Riggle, Robinson] has concentrated on incorporating feedback from the administration and revising the checklist. No further work has been completed on the prototype Web orientation manual (<http://www.uark.edu/libinfo/NewEmp/NewEmp.html>).

Supervisor Training Program

Another sub-group [Kulczak, Cantrell, Riggle, Turner] continued to discuss elements of the proposed supervisor training program. The group recently drafted a survey about training needs to be distributed to supervisors in the library, and this survey is awaiting final approval from the administration. The group is planning to make use of the work of the Policies and Procedures group for the training of supervisors about university and library policies and procedures; the actual training will be conducted by the Library Human Resources Office and others.

Employee Training

The main focus of the group during the past year was creating a series of employee development programs for the Libraries. Topics were planned in response to the Employee Development Group (EDG) survey of Fall 2001, in which library employees ranked the following three training topics as the most important:

1. Technology training, which was defined as “programs covering topics such as SAFARI, e-mail, HTML & Internet, Microsoft Office (Access, Excel, PowerPoint, Word), multimedia programs (Photoshop, etc.), and specific training for library technology such as InfoLinks and OCLC.”
2. Ergonomics, “which would include: management leadership and employee participation [in ergonomics], hazard awareness and identification, training, medical management, job hazard analysis, hazard prevention and control, and program evaluation.”
3. Continuing education, defined as programs that “stress personal and professional development in the areas of leadership and team building (such as group dynamics and facilitation skills), interpersonal skills (such as conflict resolution, anger management, stress management and diversity) and other employment related topics such as sexual harassment, customer service, workplace violence and personal safety.”

A total of 23 sessions on 13 topics were offered during the fall and spring semesters. These were:

InfoLinks Part I–InfoLinks in Detail	September 26 and 27
InfoLinks Part II–Circulation Module	October 10 and 11
Facing the Challenge of Change	October 25
Dealing with Difficult People	November 7
Ergonomics	November 19 and 21
Conflict Management	December 4
Beating the Holiday Blues	December 11
Personal Safety & Security on Campus	January 22 and 23
Windows 2000	February 11
Sleepless in Seattle (Team-Building)	February 12 and 13
Fire Extinguisher Training	February 26
InfoLinks Part I–InfoLinks in Detail	March 13 (no attendees)
Eudora Training	March 18 and 19
InfoLinks Part II–Circulation Module	March 27
How Teams Develop: Escape from Gilligan’s Island	March 11
True Colors (EAP session)	April 10
University Parking Update	May 8

Other relevant statistics for the employee development sessions were as follows:

Total attendance at all sessions	280
Unique attendance (employees attending at least 1 session)	78
Average attendance per session	12.2
Average attendance per topic	21.5
Average number of topics per employee	3.6

Brochures for advertising the sessions were created and distributed by the unofficial publicity sub-committee of Sherryl Robinson. Additionally, several sessions will be offered this summer, including training in software applications.

Evaluations of the individual sessions were overwhelmingly positive. The group is currently evaluating the success of this first pilot year of the program. Issues under consideration for the training program as a whole include the following: identifying additional types of programs of interest to library employees, developing a comprehensive curriculum of core and elective sessions, and establishing a way to recognize development efforts of individual employees.

Mission Statement and Employee Development Plan

A mission statement for the group and an Employee Development Plan for the Libraries were drafted and submitted to the administration for review. Revisions are now in progress.

Other Initiatives

An electronic list LIBTALK-UAF-L was developed and implemented for the discussion of personnel issues within the Libraries. Following an initial opportunity to discuss an employee development session (with little list traffic), this discussion list has been used since then only rarely by mistake. The group feels that library staff may need to be reminded about the use of this communication tool, as well as the Employee Suggestion Form (an anonymous avenue for presenting issues).

On May 15, the EDG and members of the ADA (Americans with Disabilities Act) Technology Group met with employees from the campus Center for Students with Disabilities for a session on disability awareness. The group may recommend that similar sessions be offered as part of the regular development program for library employees.

Welcome Packets are currently being distributed to new employees.

Student Staff Training Committee (SSTC)

The Student Staff Training Committee presented three sessions during the fall semester: an orientation session, an InfoLinks basics session, and a customer service session. Additionally, Parker-Gibson presented “Navigating the Globe” on March 5 and 6.

Karen Turner was succeeded as chair of the Student Staff Training Committee by co-chairs Mary Hires and Lynaire Hartsell.

OPAC Training Committee (OTC)

In conjunction with the EDG, the primary focus of the group has been on developing and testing the training session entitled “Making the Most of InfoLinks.” The session is presented in two parts—“InfoLinks in Detail” and “Circulation Module”—and four sessions were offered during the past year. The committee has also been working on a spin-off for the Law Library and a version for use as an individual tutorial. The latter is nearly ready to submit to the Web Development Group.

Additionally, the committee also worked on updating various InfoLinks help screens and brochures, particularly those that dealt with the implementation of Advanced Keyword Searching. OTC also submitted a proposal to the Innovative Users Group (IUG) program committee for the program “Employee Development for the Innovative Integrated Library System.” The program was presented by Kate Klutz, Necia Parker-Gibson, and Lorraine Lorne at the 2003 IUG Conference.

Membership

Deb Kulczak and Sherryl Robinson are serving as co-chairs of the Employee Development Group. Two new members were added to the group: Necia Parker-Gibson and Kathy Riggle. Janet Parsch is now the liaison.

The EDG currently meets the first and third Tuesdays of the month at 2:00.