STAFF DEVELOPMENT DAY

March Library Link Up

✓ FEATURING:
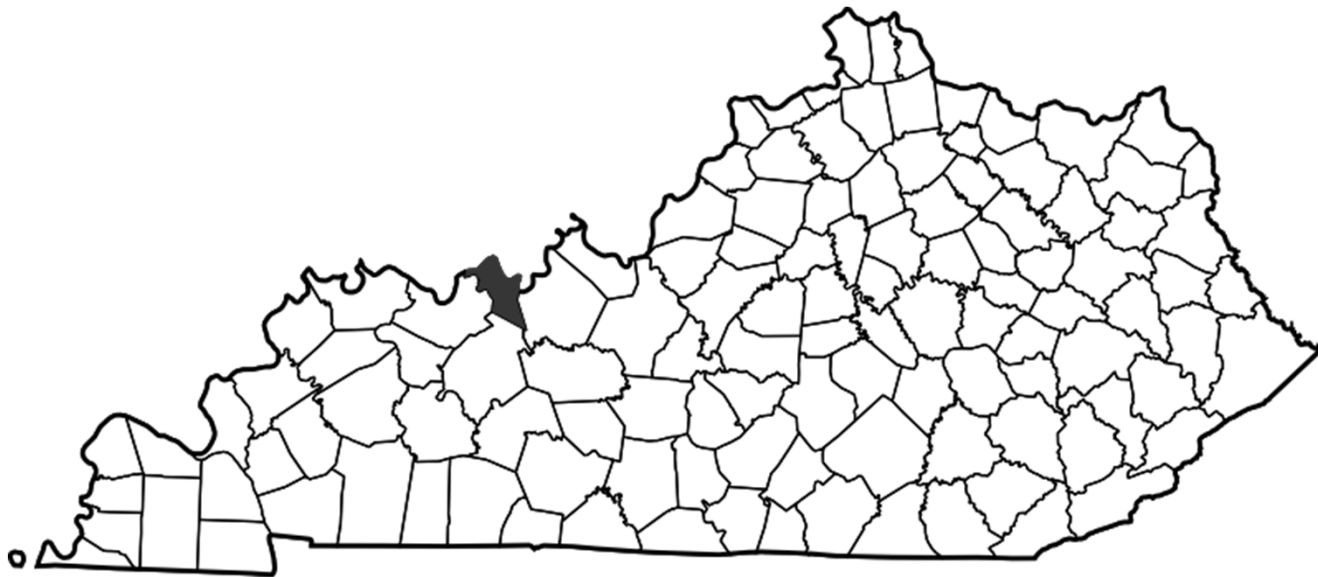
TINA SNYDER-HANCOCK CO.

JENNIFER NIPPERT & JOE SCHWEISS-BULLITT CO.

KRISTI TUCKER-MARSHALL CO.

MARK ADLER-PARIS-BOURBON CO.

Hancock County

Staff Development Day

Presented By: Tina Snyder, Director

Hancock County Public Library

A little about me:

- 17 years in LibraryLand, began as Children's Librarian in 2000, became Director in 2003
- A Wife, a mom to three adult children, and a high school senior, a "Mimi", and I wear several other hats ☺

Why?

Need time to talk, plan, discuss, & learn together as a team without interruptions!

Where?

- At your library....get cozy. Don't meet in office spaces!
- At a local park (in a shelter area, meeting area)
- At a retreat location

How?

1. Plan ahead (ask board for permission to close)
2. Ask staff what they want to have as focus areas
3. Include your own focus areas
4. Organize agenda for the day (include some FUN!)
5. Select an outside trainer or facilitate it yourself
6. Send agenda to staff ahead of time
7. Go out for lunch or have it catered in!
8. Have candy available all day! Especially chocolate ☺

HCPL Staff Development Day Agenda
Wednesday, September 21, 2016

8:00am - 8:30am---Staff lists & questions

8:30am - 11:30am----Trainer here
(Bill Waltrip: Professionalism, Customer Service, & Efficiency)

11:30am -12:15pm---Catered Lunch on site.

12:15pm -1:15pm---Staff lists & questions

1:30pm - 3:30pm---Trainer here (Conundrum Escape Game)

3:30pm - 4:00pm---wrap up

Ideas for SDD

- Start with an icebreaker, end with a warm 'n fuzzy
- FISH philosophy
- DISC personality inventory
- Webinars on skills that are staff specific
- Review of a section of the policy manual
- Do a guided webinar on upcoming changes
- Practice using library databases (create scenarios ahead of time)
- Hire a presenter! Todd Arwood, Bill Waltrip, Nelda Moore, local partners, or others
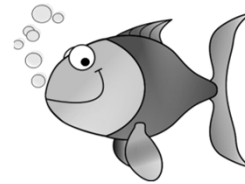
- Professionalism, Customer Service, & Efficiency
- PR / Advertising idea
- Partner up & design a flyer that could be used to promote a service
- How do we want our patrons to "C" us?
- Computer Troubleshooting with the I.T. guy
- Value statements—23 things (We vs Patron)
- Facebook Frenzy
- Program Palooza
- Scavenger Hunt
- Skittles scatter, Staff 4-1-1, All About Me

Warm & Fuzzy…..

"I have choices in every interaction. I am a valuable human being. I am making someone's life better through the work I am doing. I can spread contagious enthusiasm. Always remember the human level in every interaction. Look for the blessings. I make a positive difference every day!!"

(I printed this statement on slips of paper for each staff. We read it aloud together and I asked each person to post it somewhere that they'd see if everyday.)

Feedback from Team

- "Yes, a full day is beneficial. It breaks up your everyday routine and we get a lot accomplished. I did not like the archived webinar, I will be honest, I just about feel asleep. I like the scavenger hunt." **Kelley**

- "I've only attended a couple Staff Developments, but I thought reflecting on our strengths and weaknesses was a good idea. I like being able to build each other up. Sometimes we focus on the bad, and I liked being able to reflect in constructive and helpful ways. " **Emily**

- "the "writing paragraphs" activity after the online webinars made me feel like I was in high school." **Patrick**

- "Normally, I wouldn't choose something that was a lecture type exercise, but Bill Waltrip's self evaluation was very helpful to me. It made me look at how and why I do things at work each day. It also helped me see that I had become comfortable in some things without even realizing it." **Sherry**

- "I think what didn't work was when we watched/listened to online webinars. About 1 of those a day is all I can take, especially if their voice has the same tone during the class....puts me to sleep." **Tammy**

- "It's good to have trainings in the morning and team building in the afternoon when our brains are tired and our bodies are sleepy." **Kendra**

- " I feel 1/2 day sessions are more beneficial than full a full day because people just get blurry eyed from listening to a presenter for a full day." **Lana**

Questions?

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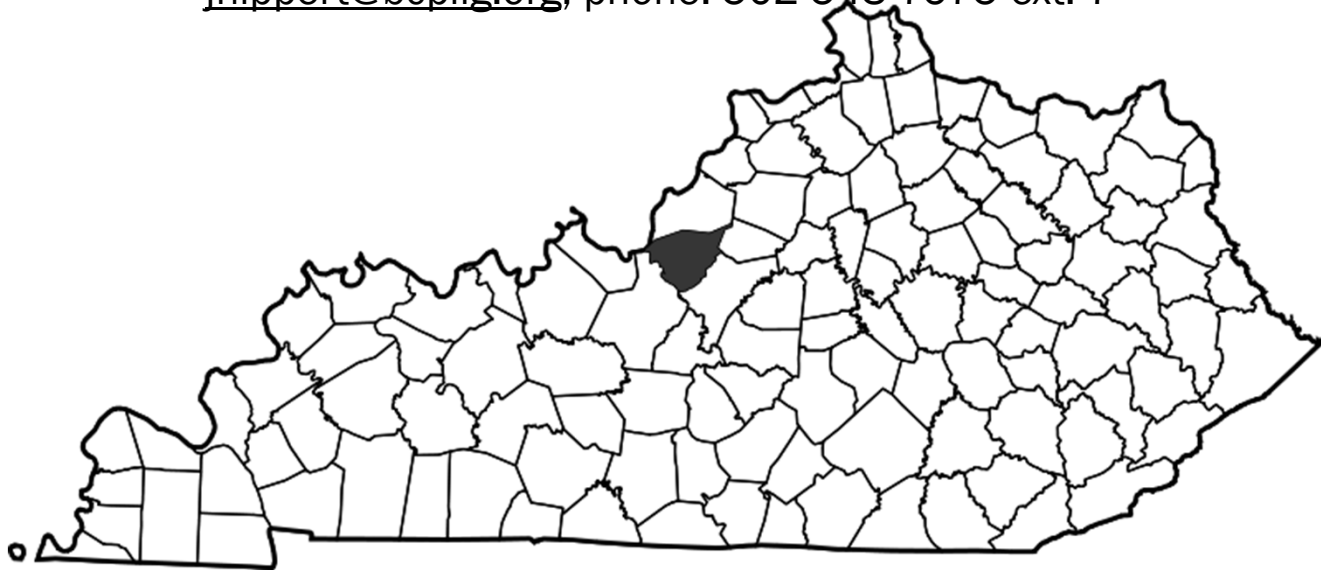
TECHNOLOGY IN YOUR STAFF DEVELOPMENT DAY

Kind of

But more than that

Joe and Jenn from Bullitt County

BCPL

A CULTURE OF YES

The importance of great customer service and putting the customer first

BCPL

WHAT IS GREAT CUSTOMER SERVICE?

- THREE KEY POINTS
  - ANTICIPATE THE NEEDS OF THE PATRON
  - UNDERSTAND WHAT THE PATRON IS THINKING
  - MEET OR EXCEED THE PATRON'S EXPECTATIONS

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WHY GIVE GREAT CUSTOMER SERVICE?

- 98% OF OUR REVENUE COMES FROM LOCAL BUSINESSES AND RESIDENTS

- WE FACE COMPETITION FOR MEETING PATRON NEEDS, EVEN THOUGH WE PROVIDE A "FREE" SERVICE, THAT INCREASES EVERY DAY

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WHY IT ALL MATTERS

- Avoiding the downside of bad customer service:
  - Most patrons that experience bad service will leave and never come back, plus they will tell their friends
- Loyalty is not automatic
  - We need to earn our patrons

BCPL

WHY IT ALL MATTERS

- Developing a good reputation
  - Social media praise can be a fantastic boost
  - We can all take pride in our achievements

BCPL

POINT OF FOCUS - TECHNOLOGY

- Patrons see libraries as a place to use and learn about technology

- Every staff member needs to have a core tech skillset to be able to help with common questions

- Everyone with a nametag is a librarian

BCPL

POINT OF FOCUS - TECHNOLOGY

- We needed to perform an assessment of our staff's technology literacy

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POINT OF FOCUS - TECHNOLOGY

- We needed to perform an assessment of our staff's technology literacy

- We had to determine what skills we considered as "must know"

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POINT OF FOCUS - TECHNOLOGY

- We started with ephrata public library's technology competencies
- Penny spoke at ALA about the importance of library staff knowing more about technology than the average patron
- http://ephratapubliclibrary.libguides.com/competencies

BCPL

POINT OF FOCUS - TECHNOLOGY

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POINT OF FOCUS - TECHNOLOGY

- We wanted to perform an on-the-spot assessment of our staff's technology literacy

- Enter – Kahoot!

BCPL

KAHOOT!

KAHOOT!

KAHOOT!

KAHOOT QUESTION #3: The wireless network is up and running, yet a patron still can't get online. What is **most likely** the problem?

1. They haven't accepted the security agreement (Fortnet)

2. There's an issue with a pop up blocker

3. They are on the wrong network

4. They put in the wrong password

Let's Talk about it. Marianne

Points to cover

Show a screen shot of all three Wifi networks. And talk about which should be used for each patron/staff/etc.

 Loaners-public laptops "thisisthekey" is the password (Only if it doesn't connect automatically.)

* Show a picture of the Fortnet security screen.

bcpl_staff
Connected, secured

libtemp
Secured

BCPLibrary
Open

Loaners
Secured

TWC_WiFi_7636
Secured

Bullitt Mart
Secured

WIN_be55
Secured

Network settings

Wi-Fi   Airplane mode
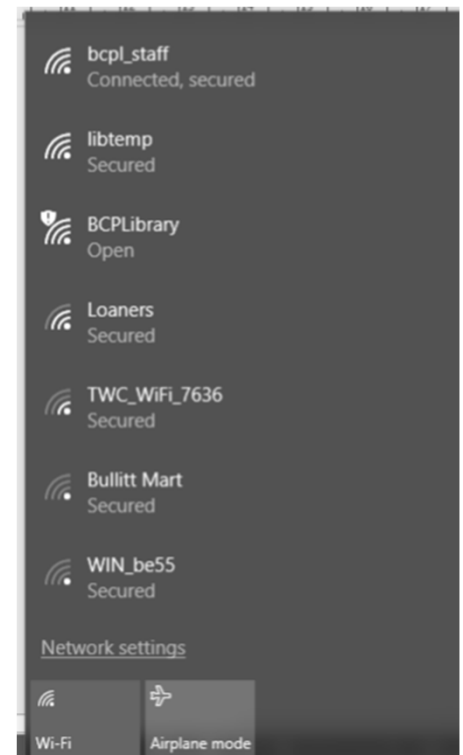
KAHOOT QUESTION #8: Using a mouse, how do you get to the pop-up menu that offers copy & paste?

1. Right click the file folder or program

2. Use a google search box

3. Click on the Windows button

4. Double-click the desktop icon

Points to cover - Stephanie

Control+c

Control+v

Control+x

POINT OF FOCUS - TECHNOLOGY

- WE WANTED TO PERFORM AN ON-THE-SPOT TEST OF OUR STAFF'S ABILITIES IN THE REAL WORLD

- ENTER – SCAVENGER HUNT!

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POINT OF FOCUS - TECHNOLOGY

- 1.   DOWNLOAD AN E-BOOK
  - ANY E-BOOK FROM KYLIBRARIESUNBOUND
  - USE ANY ACCOUNT, ANY DEVICE
  - BRING TO STATION FOR APPROVAL/NEXT TASK

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POINT OF FOCUS - TECHNOLOGY

- 2.   PRINT FROM AN E-MAIL
  - GO TO BCPLIB.EREADERS@GMAIL.COM
  - PASSWORD:
  - PRINT OUT E-MAIL THAT CONTAINS THE NEXT TASK

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POINT OF FOCUS - TECHNOLOGY

- You can (and should!) use staff development days to:
  - Train
  - Assess
  - Guide your next staff development day
  - Guide your ongoing training

Marshall County
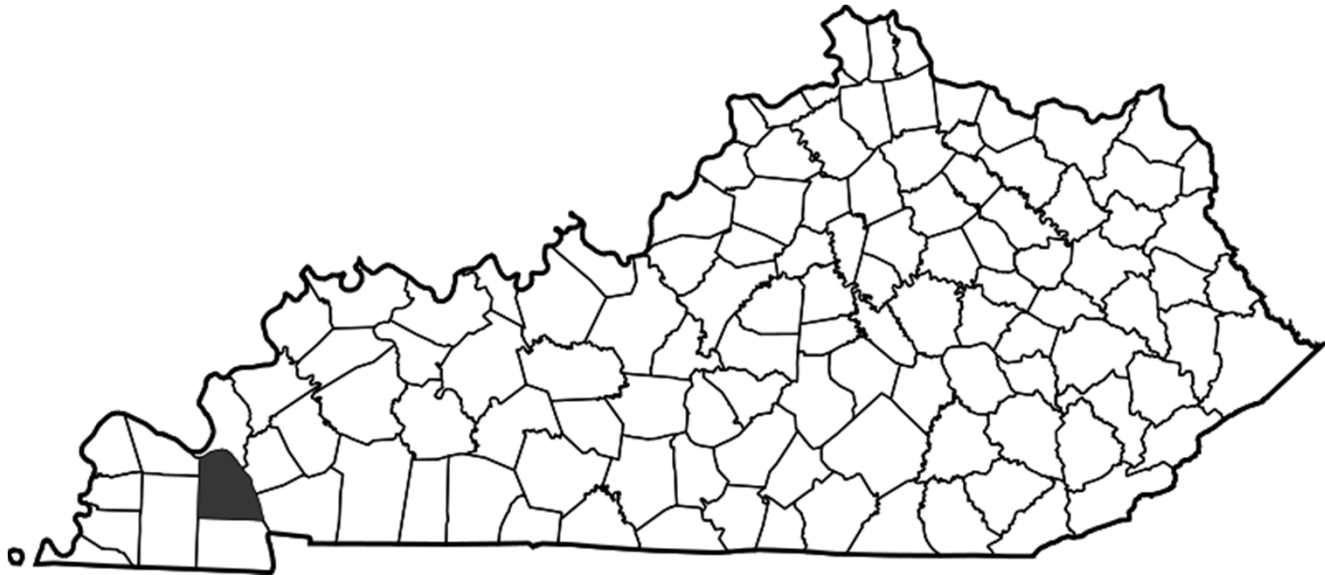
Professional Days at Marshall Co Public Library

In the beginning…

- First one held in 2004
  - Close all locations
  - Mandatory attendance unless they are a student or have a medical excuse
- Called In-House Workshop, but later changed to Professional Day.
- Started out thinking we had to have expensive speakers.
  - Easier on the planner (you)
  - Harder on the budget
- Once a year - now twice a year.

Picking the Topic(s)

- Base training upon actual needs
  - Customer service weaknesses – such as reader's advisory, positive or negative habits you've seen in employees, how to deal with negative patrons
  - Technology – something from this category is covered in almost every Professional Day
    - Pinpoint employee skill weaknesses
    - Databases – have someone go through each database to explain what patrons can find.
    - New procedures, such as Square payments, printing, etc.
    - Updated software

A few of the more expensive trainings

○ Fred Pryor Seminars

   ○ Positive customer service

   ○ Communication skills

   ○ Diversity

   ○ Dealing with aggressive patrons

○ DISC behavior assessment tool

Picking the Topic(s) cont'd

- Community demand

- Current political atmosphere – make sure your employees are aware of current legislative issues.

- Ask your employees – provide anonymous survey of topics/skills needed

Staff Favorites

- DISC
- Defensive Driving (provided by KACo)
- Active shooter (provided by local state police dpt.)
- Teamwork
- Security in the workplace
- Professionalism in the Workplace (favorite of managers ☺)

There are MANY less expensive options

○ Local Emergency Management

○ Local Sheriff to talk about current community issues

○ Strategic Planning coming up? Employee SWOT analysis

○ Local college or university teachers/professors

    ○ Professionalism

    ○ Team Building

# Less expensive options continued

- Local behavioral health department
    - Dealing with mental health issues
- Use staff!!
    - Database training
    - Reader's Advisory
    - Bookkeeper – payroll, record-keeping, etc.
    - You! – policies, certification requirements, etc.

Other general tips

- Begin planning early

- Create agenda & get reviewed by KDLA Continuing Education Consultant

- Provide Certificate of Participation to give out that day

- Contact local restaurants to request discounted meal if closed a full day

- Get Board to approve annual to bi-annual Professional Day trainings so it is in the minutes.
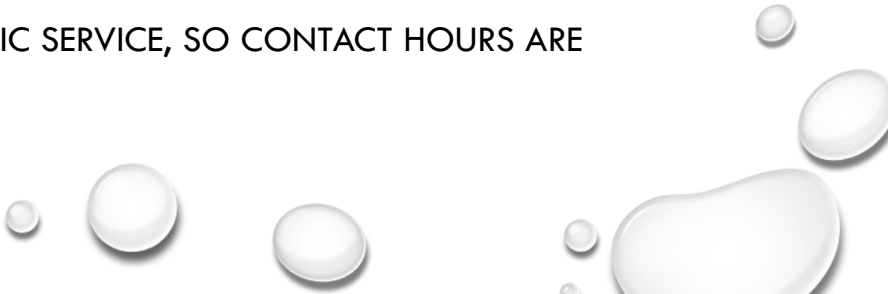
Paris-Bourbon County
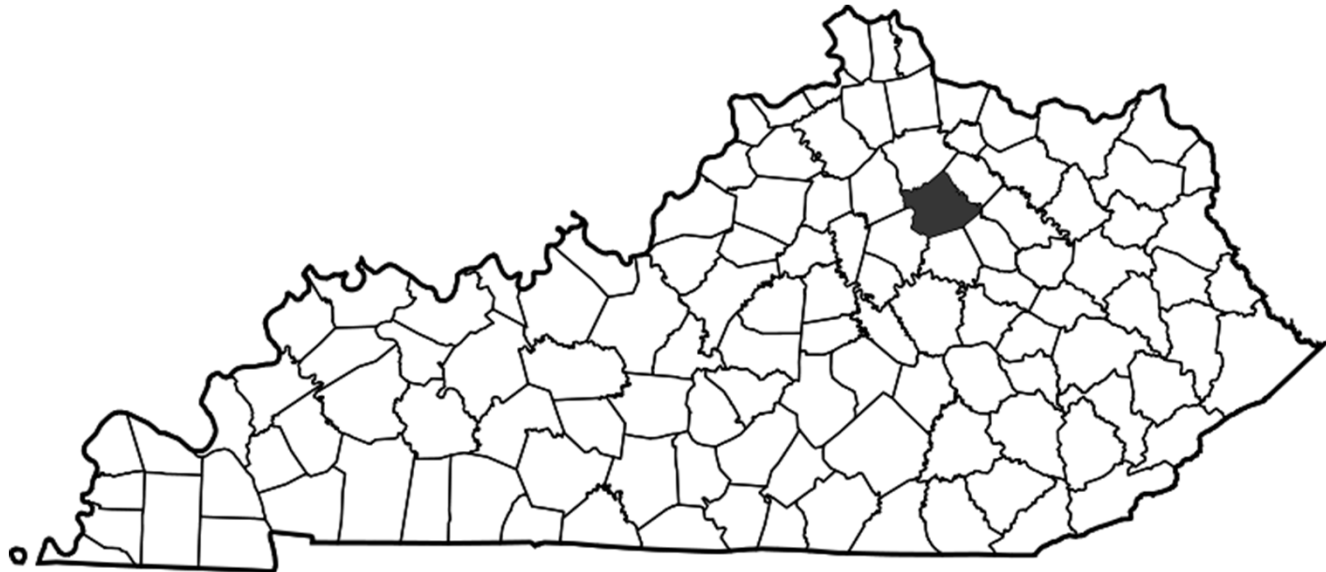
STAFF DEVELOPMENT DAYS

PARIS-BOURBON COUNTY LIBRARY

FREQUENCY OF DAYS

- LIBRARY BOARD UNDERSTANDS AND SUPPORTS STAFF DEVELOPMENT (WITH TIME AND $$$)

- MINIMUM 3 DAYS PER YEAR
  - 2ND MONDAY IN JANUARY
  - 1ST MONDAY IN MAY
  - 1ST MONDAY IN AUGUST

- WE OFTEN HAVE ONE ON PRESIDENT'S DAY AS WELL
  - THOUGH OFFICIALLY A HOLIDAY, WE HOLD OUR IN-SERVICE AND GIVE STAFF A FLOATING HOLIDAY
  - THIS HAS BEEN QUITE POPULAR WITH STAFF
  - MANDATORY FOR ALL (ALMOST EVERYONE PROVIDES PUBLIC SERVICE, SO CONTACT HOURS ARE APPRECIATED)

WHY/WHAT IN THE HECK DO WE NEED TO LEARN?

- STAFF HAVE NEVER COMPLAINED ABOUT HOLDING DAYS AND NORMALLY SEEM EXCITED

- DAYS ARE NORMALLY A HODGE-PODGE OF TOPICS
  - USUALLY INCLUDE A MIXTURE OF FRONT LINE TOPIC(S), LIBRARY SCIENCY TOPIC(S), TECHNOLOGY TOPIC(S), ILS-RELATED TOPIC(S), SAFETY TOPIC(S), LEGAL TOPIC(S)

- SEMI-REGULAR SCHEDULE OF CERTAIN TOPICS

- STAFF ARE ALSO ASKED (GENERALLY AT LEAST TWO MONTHS IN ADVANCE) WHAT TRAINING TOPICS THEY WOULD LIKE TO SEE (AND PRESENT ON)

- AGENDA DEVELOPS ORGANICALLY AFTER THAT

THE KEY IS STAFF INVOLVEMENT

- STAFF DOES THE BEST TRAINING
  - THEY ARE THE SPECIALISTS
  - THEY KNOW THE DAILY PROBLEMS THAT NEED TO BE ADDRESSED (AND HOW TO ADDRESS THEM)
  - MOST WOULD RATHER LISTEN TO COLLEAGUES THAN ME (DRONING ON AND ON AND ON)

TYPICAL AGENDA

- THIRTY MINUTES OF ME DRONING ON AND ON AND ON ABOUT CHANGES, NEW INITIATIVES, AND PROBLEM AREAS

- THIRTY MINUTES Q/A WITH STAFF

- ONE TO TWO HOURS TARGETED TRAINING ON TECHNOLOGY ISSUES

- ONE TO TWO HOURS ON PUBLIC/CUSTOMER SERVICE ISSUES

- REST OF TIME DEVOTED TO SPECIAL TOPICS

SPECIAL TOPICS

- WE HAVE HAD MANY OVER THE YEARS
    - POLICY UNDERSTANDING (USING A JEOPARDY-TYPE GAME)
    - HARASSMENT TRAINING
    - DIVERSITY TRAINING
    - FIRST AID/CPR TRAINING (OVER 75% OF OUR STAFF ARE TRAINED)
    - HELPING PROBLEM PATRONS
    - HELPING THE MENTALLY ILL
    - HANDLING CHILD ABUSE/NEGLECT
    - GENEALOGY/LOCAL HISTORY 101

SPECIAL TOPICS CONTINUED

- FIRE SAFETY TRAINING

- SAFETY MANUAL TRAINING

- GETTING THE MOST OUT OF THE BAKER AND TAYLOR ONLINE ORDERING SYSTEM

- INDIVIDUALIZED DATABASE TRAINING

- WHAT COLOR ARE YOU (PERSONALITY TYPING)

- WORKING AS A TEAM

- REFERENCE TRAINING

SPECIAL TOPICS CONTINUED

- HANDLING ACTIVE SHOOTER SITUATIONS

- PERSONAL SAFETY TRAINING WITH THE POLICE DEPARTMENT

- TEENS REALLY DON'T HAVE HORNS

- USING THE 3D PRINTER

- COLLECTION DEVELOPMENT TRAINING

- IMPORTANCE OF GRAPHIC NOVELS/MANGA/COMICS

- ASSISTING AND SUPPORTING THOSE ON THE SPECTRUM (AND THEIR CAREGIVERS)

THE FUTURE OF TRAINING?

- MORE OF THE SAME (OF COURSE)

- WOULD LIKE TO FOCUS ON TOPICS THAT CAUSE STAFF TO COALESCE EVEN MORE
    - DEVELOPMENT OF STAFF TRUST
        - CAVING TRIP
        - RAPPELLING TRIP

- REDEFINITION OF "PROFESSIONAL"
    - FLEXIBILITY, ACCEPTANCE, ENCOURAGEMENT, SUPPORT, MENTORING, LEARNING, LISTENING, EQUATING, EQUALIZING
    - SENSE OF HUMOR

THANK YOU FOR ATTENDING!