

Peer Training Scenarios

For Exercise #1

Scenario #1

The Library has acquired Publisher software on one computer in each unit or branch, and now each is expected to produce its own promotional flyers. At the same time, new standards were adopted for branding identification and arrangement of key elements in the flyer. The results vary widely due to the happenstance of skill or aptitude found in each work unit. Two work units are producing fine flyers due to two paraprofessionals with good computer skills and a natural artistic sense who have quickly learned the new software.

Training Goal: Library users learn about library programs through attractive and effective promotional flyers.

Training Objectives:

- 1) Each branch or unit will have at least one employee who understands the basics of the new software and can produce attractive and effective flyers.
- 2) Staff will consistently produce flyers that incorporate the Library's branding concepts and apply the new graphics standards, such as proper use of logos.

Scenario #2

The Library's strategic plan includes strengthening services to small businesses in the community. Staff has been promoting a new business web page to city councils, chambers, and community organizations. The Library's business workshop series have raised awareness of library resources for entrepreneurs and small business owners. The old service model of referring all business informational needs to the Business Specialist no longer fits the needs of users. Under the leadership of the Business Specialist, the Library wants to raise expertise throughout the staff and serve all users well at the point of contact.

Training Goal: Small business owners and entrepreneurs are assisted at any library location by staff familiar with their needs and relevant resources.

Training Objectives:

- 1) Staff will have the skills and ease to respond immediately to the most common business information needs. Their skills will have been gradually built from simple to intermediate through a series of workshops developed by peer trainers working with one Business Specialist.
- 2) These business training workshops will be incorporated on-going into the new employee training program.

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Scenario #3

The Library is transitioning from an old automation system to a new one, and all 300 employees on all classification levels will need training and preparation. The transition in all locations will take place at the same time. There is only one location in the Library with a computer training lab, which can accommodate 21 learners. Currently, only the staff of the Automation department have tested and are familiar with the new system.

Training Goal: Library users experience a smooth, well-organized transition to a new automated system through the guidance of staff that is knowledgeable and prepared.

Training Objectives:

- 1) Staff learns the changes between the old and new systems, and makes use of follow-up practice opportunities to reinforce new skills prior to implementation.
- 2) Experienced peer trainers are on location as coaches in all locations during implementation week, and staff and customers experience a smooth, seamless transition.

Scenario #4

In your small work unit, a library clerk has a mechanical aptitude that causes other staff to turn to her whenever users complain of difficulties with equipment, from the old microfilm printer to receipt printers, self-check machines, copier, and public printers. Similarly, a part-time paraprofessional is unequalled in his ability to troubleshoot problems with computer applications and equipment. Often problems arise during busy hours or when these two employees are not present, leaving others stressed and unprepared.

Training Goal: Library users receive prompt assistance with all library equipment from staff that knows how to troubleshoot the most common problems.

Training Objective: All staff at completion of training successfully solve a checklist of equipment challenges, and can still repeat their performance a week later, a month later, and three months later, and respond to these challenges with ease when they arise.