

## NEW EMPLOYEE TRAINING PROGRAM

January 2006

### Overview:

Contra Costa County Library has had a New Employee Training Program for new public service employees (Clerks, Library Assistants, and Librarians) using peer trainers for approximately 10 years.

- Covers 4 week period and involves more than 15 peer trainers
- Integrates classroom training and hands-on practice throughout
- Includes orientations to all departments and service programs
- Provides background on the governance, history, and operations of the Library
- Instills understanding of policies, such as confidentiality, intellectual freedom, stewardship of public property, and keeping the public trust
- Emphasizes excellent customer service

### Underlying Choices and Decisions:

All employees receive the same training in circulation and the overall organization, while Library Assistants (paraprofessionals) and Librarians all receive the additional training in reference services. This choice is made for the following reasons:

- Group members learn from each other as well as from the peer trainer, and differences in experience can enhance New Employee learning.
- Each employee has an equal chance to succeed when given equal opportunities to learn.
- Broad skills increase service flexibility.
- Face-to-face training allows early assessment of trainee performance and interpersonal skills.
- New employees must pass training before continuing on to permanent assignment.

### Core Competencies and Strategic Plans:

Core competencies have been created for each classification, and the training plan is periodically reviewed and updated to meet current competency expectations and service needs. The Library is also developing a new Strategic Plan that will lead to further changes in the New Employee Training Program and in staff development planning for all staff.

## MASTER TRAINING CHECKLIST

January 2006

### CLERK TRAINING CHECKLIST, and ALL TRAINEES:

#### Employee Services and Information:

- Employment paperwork, Information about employment: 45 min.
- Overview of training plan, tour of building & training spaces: 1 hr.
- Lotus Notes: 2 ½ hrs.
- Subfinder: 45 min.
- Timecards: 1 hr.
- PIs only –Orientation to Substitute work: 20 min.

#### Circulation Functions:

- Circulation I: 4 hrs.
- Circulation II: 4 hrs.
- Review of Circulation Equipment (security gates, receipts printers, etc.): 1 ½ hr
- Cash Training: 2 hrs.
- Introduction to PAC/ CARL Web for Clerks: 1 ½ hr.
- Router List (Denise or Kathy): 2 hrs. (plus at least 3-4 practice days)
- Video on Ergonomics: 30 min.
- 20-30+ hrs. practice time on Circ Desk
- Review of Circ Functions, with Review of Policy & Procedure, and UMS Unique Management Services: 4 hrs
- Sign-off session on all Circ functions: 1 hr. each individual

#### Library Services:

- New Employee Orientation with County Librarian and Administrators (overview of history, funding, strategic planning, governance, more employment information): 2 hrs.
- Overview of Policy & Procedure: 4 hrs.
- Read in Policy Manual and CARL Manual: 4-6 hrs.
- Customer Service: 4 hrs.
- Literacy Program orientation: 30 min.
- Children's Services orientation: 1 hr.
- Young Adult Services orientation: 30 min.
- Volunteer Program: 30 min.
- Print Management: booking & time management, printing, adding value to accounts
- Technical Services and Inter-Library Loan orientation: 1 ½ hr.

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### LIBRARY ASSISTANT & LIBRARIAN CHECKLIST

(ADD TO ABOVE LIST FOR ALL TRAINEES):

- Reference Interview: 1 ½ hrs.
- Basic Reference I (e-books, and selected print resources): 3 hrs.
- Introduction to PAC/ CARL Web for Reference staff: includes placing holds, canceling holds, searches: 3 hrs.
- Advanced PAC: 2 hrs.
- Databases I: 2 hrs.
- Databases II: 2 hrs.
- Introduction to the Internet (including Staff Ready Reference bookmarks, and advanced Google search strategies): 2 hrs.
- Reference Question Assignment: approximately 10 hrs. individual work on reference questions from print, e-book, database, and Internet sources)
- Answering the Question—Bringing It All Together: 3 hrs.
- Basic Reference II (reviewing answers and search strategies from Reference Question Assignment): 2 hrs.
- Business Reference Electronic Resources orientation: 2 hrs.
- Government Documents Electronic Resources orientation: 2 hrs.
- Shadowing and practicing on Information Desk and Children's Information Desk 20-30+ hrs. As trainees complete training in PAC, Internet, Databases, they begin participating in answering questions at the Information and Children's Information desks with the staff members they are shadowing. Once all classroom training is completed, the trainees begin "practicing" the entire reference interaction and search during the last 2-4 days with staff member at their side as coach.
- Unique Resources (includes Historical collection, Genealogy collection, Foundation Directory Online, etc., found only in one location): 2 hrs.
- Reader's Advisory (beginning February 2006)