Agenda

1. Why the Change
2. Adult Learning Concepts
3. Orientation vs. Training
4. Tools
Why Change Our Training/Learning Model?

- Consistency
- Too much information at once
- Unrealistic expectations
The Employee Onboarding Experience

82% Employee Onboarding Matters

Retention

54% Engagement
How Do Adults Learn Best?
The “Why”

What’s in it for me?
Why should I learn this?
Why is this important to my job?
The “Why” Continued
Microlearning/Bite-Sized Learning
Just-in-Case vs. Just-in-Time
Orientation vs. Training
Two Week Standard Schedule

Week 1

Monday
- New Employee Orientation
- Circ Group Orientation
- Branch Orientation

Tuesday
- Circ Orientation w/ Sr. Clerk
- Branch Orientation

Wednesday
- Branch Orientation

Thursday
- Off

Friday
- Branch Orientation

Saturday
- Off
Two Week Standard Schedule

Week 2

Monday: Off
Tuesday: Circ Orientation w/ Sr. Clerk
Wednesday: Branch Orientation
Thursday: Circ Group Review
Friday: Branch Orientation
Saturday: Branch Orientation
New Employee Orientation

- Core Values
- Strategic Plan
- Intellectual Freedom
- Staff Meet & Greet
Circulation
Orientation
<table>
<thead>
<tr>
<th>Employee:</th>
<th>Learning Portfolio</th>
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**Branch Orientation**

This is Branch Orientation only. New Employees will need to be orientated to the branch, before their training can begin. Orientation is an overview of the branch basics. It is not meant to be an in-depth session.

This list is not all-inclusive. Tailor list to your specific branch needs and layout. Should be completed only by the direct Supervisor of the Employee.

To establish an expected relationship between supervisor and employee.

**STAFF HANDBOOK (TO BE COMPLETED FIRST, IN PERSON) (Location: LibSource -> Library Human Resources -> Departmental Documents)**

- [ ] Cover all information relevant to the employee (ex: part time vs. full time, 251 vs. CMPTEC), utilizing links to additional information if employee has questions.

**JOB DUTIES**

- [ ] Job Description/scope of responsibility

**GOOGLE APPS**

- [ ] Access to Google Drive, Gmail, Calendar (employee must login to a PC for the first time to finalize their login credentials)
- [ ] Employee Learning Portfolio

**WORK SCHEDULES**

- [ ] Branch schedule
- [ ] Breaks
- [ ] Time off requests

**DESK ETIQUETTE**

- [ ] Phone script
- [ ] Food/drink
- [ ] Staffing minimums
- [ ] Customer service expectations
- [ ] Punctuality

**BRANCH TOUR (GENERAL OVERVIEW OF AREAS, NOT TRAINING)**

- [ ] Staff introductions
- [ ] Public Areas
  - [ ] General collections areas
  - [ ] Service Desks
- [ ] Staff Areas
  - [ ] Personal work space
  - [ ] Employee entrance

Instructions | NEO | Branch Orientation | Circulation | Aide | Clerk II/Senior Clerk
Position-Level Training

Items in this checklist are specific to the Specialist position. Employee should have a general understanding of tasks up to current position, not necessarily comprehensive training.

Not everything on the list must be completed by each position. Utilize the N/A feature.

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<thead>
<tr>
<th>Specialist</th>
<th>2 Week</th>
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<tbody>
<tr>
<td></td>
<td>REQUIRED: Enrollment in NLC Public Librarian Certification program AND provide information about expectations</td>
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<tr>
<td></td>
<td>Continued Circulation training (see &quot;Circulation&quot; tab for details)</td>
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<td></td>
<td>Branch meeting room calendar and room reservations</td>
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<td></td>
<td>Continued database training/practice</td>
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<td>BiblioEvents</td>
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<td>Reference interview/services</td>
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<tr>
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<th>2 Month</th>
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<td></td>
<td>Supervising aides and volunteers</td>
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<td></td>
<td>Directing work of clerks</td>
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<td>Programming Guide and Programming Procedures</td>
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<td>Outreach</td>
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<td>Continuing education for professional development</td>
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<td>Collection HQ/Decision Center</td>
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<td>Volunteers</td>
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<td>Handling difficult/irate patrons - customer service</td>
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<td>Knowledge of information resources</td>
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<td>Collection maintenance</td>
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<td>Monthly Statistics</td>
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<td>Marketing guidelines</td>
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Yikes!
Announcements

9.10.19

Once again, OPL will publish a Top Shelf page on our website in December, full of staff picks for the best books published this year. This page gives us a chance to promote and suggest books to our patrons that they might have missed this year. You can see last year's page at topshelf.omahalibrary.org.

Details for nominations: Staff at ANY branch/department at ALL levels are encouraged to fill out this form by October 6 to submit up to 5 of the best books published in 2019 that you've read and would like to promote to patrons. We will consider nominations for special reprints of older titles or new collections of older works.
Week Ahead | September 9-14
- Tuesday - Pout Pout Fish Storytime with Rebecca and Maureen 10:30
- Wednesday - Colby meeting @ ML 11:00
- Thursday - Kimara Teen Talk about 4:00, Kendall helping out
- Friday - Kendall helping out
- Saturday - Doe helping out

October Schedule
A reminder - please send me any time off requests and any sick time for the month in the WB Staff Calendar by Friday September 13th!

Library Card Applications
Just a reminder - Library card applications must be filled out completely, even the back! We have had a number of applications in the completed pile lately that have not been signed by patrons nor has the staff OFFICE USE ONLY box been filled out. Please be thorough and make sure that everything is filled out completely.

Facilities Updates
- Excess Furniture - All of our excess furniture is gone! Everything either went to auction or to other branches. Thank you so much Linda and Lori for coordinating with Scott and the offenders to get all this stuff out. It FINALLY feels like you can breathe in the backroom!
- Backroom Clean Out - Without all of that extra junk, we can finally really get the backroom cleaned and organized. Please continue to clean and organize your desk areas. If you have anything that needs to be disposed of, please put it on the table in the break room. We will either send it back to supply, coordinate to have it sent to auction, or donated.
- Facilities work orders - Please be as detailed as you can be in facilities work orders. It is not helpful to have to ask you to clarify.

Welcome to Charles B. Washington Branch
Named after our local civil rights activist, our branch is the hub of community connections in the heart of the North Omaha African American neighborhood. We provide vital access to a space for the community to gather, the Internet, copy machine, printing, faxing, scanning and books and DVDs, and assistance of all kinds from our 12 attentive and friendly staff members.

Staff Schedules
- 2019 Monthly Schedules
- WB Desk Schedule

Reports and Updates
Recap

1. Why the Change
2. Adult Learning Concepts
3. Orientation vs. Training
4. Tools
Where we are now...
Questions?
Contact

Danielle Shultz
dshultz@omahalibrary.org

Terry Wingate
twingate@omahalibrary.org
