

BEYOND ONBOARDING: THE MECHANICS OF CONTINUOUS STAFF TRAINING

BY MICHELLE MERRITT





Enriching the
Community
through
Lifelong
Learning and
Discovery



Why is onboarding important?

By Gender

Men:
4.3 years

Women:
4.0 years

By Age

55-64:
10.1 years

25-34:
2.8 years

Public vs. Private Sector

Public:
7.7 years
(75% of workers
are 35+)

Private:
3.7
(60% of workers
are 35+)

Source: Bureau of Labor Statistics Employee
Tenure Summary Report 2016



Onboarding by the numbers:

- 69% of employees will likely stay for at least 3 years
- New employees become proficient 4 months faster.
- 5% increase in employee engagement = 3% increase in revenue
- Retention increases up to 60% when onboarding involves e-learning

[Source: TrainingIndustry.com](http://TrainingIndustry.com)



Customers have options



10:50 MOSCOW/SVO
11:05 EDINBURGH
11:05 LONDON/LHR
11:10 BUCHAREST/OTP
11:30 KIEV/BORISPOL
11:35 DUBLIN
11:45 EAST MIDLANDS
12:15 SOFIA
12:30 LONDON/LGW
12:30 NEWCASTLE
12:40 ST PETERSBURG
12:40 LONDON/LGW
12:45 MANCHESTER

Scheduling





Creating a Schedule



Presenters



Put the piece together



Sample Schedule

Session	Time	Dept/Topic	Leader	Location		Session	Time	Dept/Topic	Leader	Location
1	8:00 AM	History of ACPL	Curt Witcher	Staff Training Room		2	8:15 AM	Depart Main Library	Michelle Merritt	Ewing Street Entrance
1	9:00 AM	Ethics & Values	Nate Burnard	Staff Training Room		2	8:30 AM	Tecumseh Branch	Deb Noggle	Tecumseh Branch
1	10:00 AM	Genealogy & GMHU	Aaron Smith	Staff Training Room		2	9:30 AM	Georgetown Branch	Sara Patalita	Georgetown Branch
1	11:30 AM	Environmental Services, Maintenance, Security	Michelle	LL2		2	10:30 AM	Woodburn Branch	Genie Bishop	Woodburn Branch
1	12:00 PM	Lunch				2	11:30 AM	Grabill Branch	Mindy Patterson	Grabill Branch
1	1:00 PM	Readers' Services	Matt Etzel	Readers' Services		2	12:30 PM	Lunch	Michelle Merritt	TBD
1	1:30 PM	Circulation	Mike Ashby	Staff Training Room		2	1:30 PM	Dupont Branch	Rebecca Wolfe	Dupont Branch
1	2:15 PM	Business Science & Technology	Mark Wendt	Staff Training Room		2	2:30 PM	Technical Services Tour	Bev Murphy	DiSalle
1	3:15 PM	Access Fort Wayne	Norm Compton	Access Fort Wayne		2	3:00 PM	ITS	Kevin Wells	DiSalle
1	4:15 PM	Art Music Media	Stacey Stamas	Art Music & Media		2	4:30 PM	Audio Reading Service	George Johnson-Coffey	DiSalle
2018 Dates for Session 1:						2018 Dates for Session 2:				
January 10, February 7, March 7, April 4, May 2, May 30, July 11, August 8, September 5, October 3, October 31, November 28						January 17, February 14, March 14, April 11, May 9, June 6, July 18, August 15, September 12, October 10, November 7, December 5				
Session	Time	Dept/Topic	Leader	Location		Session	Time	Dept/Topic	Leader	Location
3	8:15 AM	Depart Main Library	Michelle Merritt	Ewing Street Entrance		4	8:00 AM	Community Engagement	Stephanny Smith	Staff Training Room
3	8:30 AM	Little Turtle Branch	Carla Bauman	Little Turtle		4	8:30 AM	MSS Tour	Jane Chronister	Staff Training Room
3	9:30 AM	Aboite Branch	Kris Lill	Aboite		4	9:15 AM	Youth Services	Marra Honeywell	Staff Training Room
3	10:30 AM	Waynedale	Amanda Vance	Waynedale		4	10:30 AM	Teens	Mari Hardacre	Teens
3	11:30 AM	Shawnee	Lisa Worrell	Pontiac		4	11:00 AM	Children's	Mary Voors	Childrens
3	12:30 PM	Lunch	Michelle Merritt	CS3		4	12:00 PM	Lunch		
3	1:30 PM	Pontiac	Pamela Martin	Shawnee		4	1:00 PM	Human Resources	Kendra Samulak	Staff Training Room
3	2:30 PM	Hessen Cassel	Edith Helbert	Hessen Cassel		4		Customer Service		
3	3:30 PM	Monroeville	Chris Wiljer	Monroeville		4	2:30 PM	Training	Michelle Merritt	Staff Training Room
3	4:30 PM	New Haven	Linda Jeffrey	New Haven		4	4:00 PM	Senior Staff Meeting	Greta, Dave, Denise, Monica	Board Room
3	5:15 PM	Return to Main	Michelle Merritt	Ewing Street Entrance						
2018 Dates for Session 3:						2018 Dates for Session 4:				
January 24, February 21, March 21, April 18, May 16, June 13, July 25, August 22, September 19, October 17, November 14, December 12						January 31, February 28, March 28, April 25, May 23, June 20, August 1, August 29, September 26, October 24, November 21, December 19				

ACPL Facility Dude



ACPL Facility Dude How-To



ACPL Human Resources



ACPL Human Resources



ACPL Incident Reports



ACPL Incident Reports



Internal Control Training



ACPL Internal Control Training



INSITE

ACPL's Intranet



ACPL Intranet: INSITE & Employee Manual



ACPL Mental Health Initiative Series by California Library Services



ACPL Staff Parking



ACPL Parking



ACPL Phone Training



ACPL Phone System How-To



Step 4: New Employee Academy











Ongoing Training



ACPL Staff Training Academy



<p>Staff Day 2017 Engaging Teens by Joe Jordan</p>  BUILDING BETTER TOGETHER <p>ACPL Staff Day 2017 - Engaging Teens by Joe Jordan</p>	<p>Staff Day 2017 Keynote Address by Dr. David Johnson</p>  BUILDING BETTER TOGETHER <p>ACPL Staff Day 2017 - Keynote Address by Dr. David Johnson</p>	<p>Staff Day 2017 Realizing Your Retirement by Rebecca Knuth</p>  BUILDING BETTER TOGETHER <p>ACPL Staff Day 2017 - Realizing Your Retirement by Rebecca Knuth</p>	<p>Staff Day 2017 Retire Right by Rebecca Knuth</p>  BUILDING BETTER TOGETHER <p>ACPL Staff Day 2017 - Retire Right by Rebecca Knuth</p>
<p>Registration Quick Reference Card for Employees/Associates</p> <p>Updated March 2017</p> <p>ACPL: ADP Registration</p>	 <p>ACPL: Facility Dude How-To</p>	 <p>ALA Essentials</p>	<p>Must-Have Middle Grade: Librarian Tips and Tricks</p> <p>Tuesday, November 28 1 PM Central</p> <p>Booklist Webinars</p> <p>Booklist: Must-Have Middle Grade Librarian Tips & Tricks</p>
<p>Mirror, Mirror, Who Do You See in Your Books?</p> <p>Tuesday, January 23 3 p.m. CDT</p> <p>Maele Reagan</p> <p>Booklists: Mirror, Mirror, Who Do You See in Your Books? Reaching Diverse Readers</p>	 <p>Demco: 5 Ways to Transform How Your Library Works With Your Community</p>	 <p>Demco: How to Boost Student Performance With Active Learning Environments</p>	<p>edWeb</p> <p>Monica Burns: 10 Tips to Differentiate for Readers</p> <p>Monday, November 13, 2017</p> <p>Presented by: Dr. Monica Burns Curriculum and Educational Technology Consultant</p> <p>edWeb: 10 Tips to Differentiate for Readers</p>



Learner Reports & Compliance



ACPL Staff Training Academy



[Learner Report](#) [Invite learners](#)

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Michelle Merritt

Filter results ...

Tutorial Name ▾	Enrolled ▾	Completed ▾	Avg Quiz Score ▾	
ACPL Internal Control Training	10/10/2017	01/18/2018	100%	
ACPL Safety Training: Emergency Procedures	11/29/2017	-	-	
ACPL Safety Training: Slips, Trips, Falls, and Back Safety	09/01/2017	-	-	
ACPL Safety Training: Tornado Awareness	02/13/2018	02/13/2018	100%	
ACPL Safety Training: Emergency Communication	08/31/2017	01/18/2018	100%	
ACPL Safety Training: Hazard Communications	08/30/2017	01/18/2018	100%	

Settings

General

Members

Marketplace

Niche Academy Tutorials

Other Academy Tutorials

Reports

Usage Stats

Learner Report



Classroom Learning



Classroom Learning



Record! Record! Record!



ACPL Staff Training Academy



Viewing this session earns 1 LEU. To obtain an LEU certificate, please complete the [LEU Certificate Request Form](#)

ACPL Staff Day 2017 - Delivering
21st Century Service in a Diverse
Community by Eric Ellis

Overview

> Intro

PowerPoint Slides

- Presentation Slides
- LEU Certificate



Interview Training • Evaluation

Please share your feedback on Interview Training

	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree
The content of this session met my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The material was presented in a clear and enjoyable manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel more confident about what I just learned.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information from this session will be helpful to me personally and/or professionally.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I plan to apply what I learned to complete a task or goal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'm looking forward to future sessions with this group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am very satisfied with this training program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What did you like the most about Interview Training?

What would you like to see changed?

What topics would you like training on in the future?

Please share any additional comments

How do
we
know
what
training
to
provide
?



What we've learned:

- Switched from first full week to first 4 Wednesdays.
- New employees often have a better understanding of system offerings than tenured staff.
- Online classroom is key!
- New employees are eager for e-learning opportunities



Let's connect:



Michelle Merritt

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