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



Customers have options





Scheduling

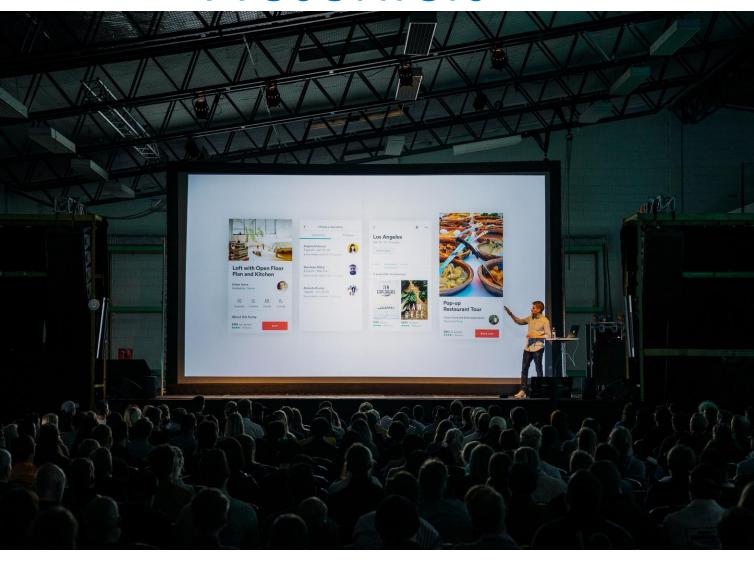




Creating a Schedule



Presenters





Put the piece together



Sample Schedule

Session	Time	Dept/Topic	Leader	Location	Se	ession	Time	Dept/Topic	Leader	Location	
1	8:00 AM			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		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	
		Evnironmental Services,						_			
1	11:30 AM	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	
		Business Science &									
1	2:15 PM	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 S	Session 1:					2018 Dat	es for Session 2:		
Jan	uary 10, Fe	ebruary 7, March 7, april 4,	May 2 May 30. J	ulv 11 August 8,		lanua	rv 17. Feb	ruary 14 March 14, April 1	1 May 9 Tune 6. July 18. Augu	ct 15 Sentember 12.	
	•	ptember 5, October 3, Oct				January 17, February 14, March 14, April 11, May 9, June 6, July 18, August 15, September 12, October 10, November 7, December 5					
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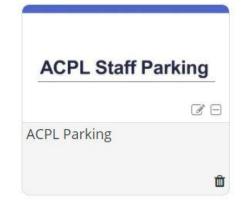














Step 4: New Employee Academy



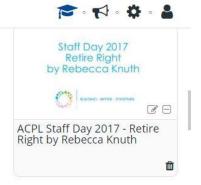
Ongoing Training

















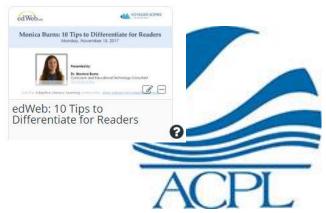




Reaching Diverse Readers







Learner Reports & Compliance



ACPL Staff Training Academy



🖊 Learner Report 🛮 Invite lea	Assign Tutorials			
∢ Back	Miche	lle Merritt		
Filter results				
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ACDI Internal Control Training	10/10/2017	01/19/2019	100%	m

Tutorial Name +	Enrolled +	Completed +	Avg Quiz Scor	Avg Quiz Score 🛊	
ACPL Internal Control Training	10/10/2017	01/18/2018	100%	1	
ACPL Safety Training: Emergency Procedures	11/29/2017	-	.7	â	
ACPL Safety Training: Slips, Trips, Falls, and Back Safety	09/01/2017	5	175	ŵ	
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%	•	

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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



ALLEN COUNTY PUBLIC LIBRARY

Interview Training • Evaluation

Please share your feedback on Interview Training

	Strongly Agree	Agree	Neither agree or disagree	Lhagree	Strongly Disagree
The content of this session met my expectations.	0	0	0	0	0
The material was presented in a clear and enjoyable manner.	0	0	0	0	0
I feel more confident about what I just learned.	0	0	0	0	0
The information from this session will be helpful to me personally and/or professionally.	0	0	0	0	0
I plan to apply what I learned to complete a task or goal.	0	0	0	0	0
I'm looking forward to future sessions with this group.	0	0	0	0	0
I am very satisfied with this training program.	0	0	0	0	0

	What did	von like the	most about	Interview '	Training
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What	would	yon	like to	see	changed?

What topics would you like training on in the future?

Please share any additional comments

How do know what training 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:



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