

TAPPING NEW EMPLOYEE POTENTIAL RIGHT FROM THE START

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

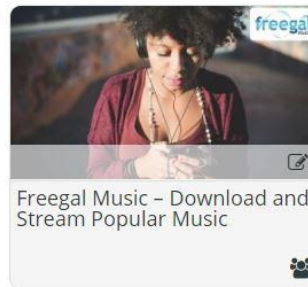




Step 1: Engage
your employees
while they're still
customers



Leverage e-learning



Step 2: The interview



Step 3: The offer



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



ADP Registration

Registration Quick Reference Card for Employees/Associates



Updated March 2017

Welcome! ADP is committed to protecting your privacy and ensuring that only you can access your personal information. To assist us in meeting that commitment, you must register with us before using our services.

ACPL ADP Registration

Overview

> Intro

Staff Registration

- ☐ Where to Find ADP
- ☐ Create Your ADP Account
- ☐ Enter Your Information
- ☐ Complete the Google reCAPTCHA challenge
- ☐ Enter Your Contact Information
- ☐ Congratulations! Your Registration is Complete!
- ☒ Register Your Email & Phone

Forgot Your User ID/Password

- ☐ Retrieving your user i.d.
 - ☐ Resetting your password
 - ☐ Resetting your password with security questions
- 1 of 14 Complete



Begin >



Learner Reports & Compliance



ACPL Staff Training Academy



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

[Assign Tutorials](#)

[Back](#)

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**



Step 5: Classroom Learning



Step 5: Classroom Learning

| <u>Session</u> | <u>Time</u> | <u>Dept/Topic</u> | <u>Leader</u> | <u>Location</u> |
|----------------|-------------|--|---------------|---------------------|
| 1 | 8:00 AM | History of ACPL | Curt Witcher | Staff Training Room |
| 1 | 9:00 AM | Ethics & Values | Nate Burnard | Staff Training Room |
| 1 | 10:00 AM | Genealogy & GMHU | Aaron Smith | Staff Training Room |
| 1 | 11:30 AM | Environmental Services, Maintenance, Security | Michelle | LL2 |
| 1 | 12:00 PM | Lunch | | |
| 1 | 1:00 PM | Readers' Services | Trish Vilutis | Readers' Services |
| 1 | 1:30 PM | Circulation | Mike Ashby | Staff Training Room |
| 1 | 2:15 PM | Business Science & Technology | Mark Wendt | Staff Training Room |
| 1 | 3:15 PM | Access Fort Wayne | Norm Compton | Access Fort Wayne |
| 1 | 4:15 PM | Art Music Media | Stacey Stamas | Art Music & Media |



Step 6: Tours

| <u>Session</u> | <u>Time</u> | <u>Dept/Topic</u> | <u>Leader</u> | <u>Location</u> |
|----------------|-------------|----------------------|--------------------|-----------------------|
| 3 | 8:15 AM | Depart Main Library | Michelle Merritt | Ewing Street Entrance |
| 3 | 8:30 AM | Little Turtle Branch | Carla Bauman | Little Turtle |
| 3 | 9:30 AM | Aboite Branch | Kris Lill | Aboite |
| 3 | 10:30 AM | Waynedale | Amanda Vance | Waynedale |
| 3 | 11:30 AM | Shawnee | Lisa Worrell | Pontiac |
| 3 | 12:30 PM | Lunch | Michelle Merritt | CS3 |
| 3 | 1:30 PM | Pontiac | Pamela Martin Diaz | Shawnee |
| 3 | 2:30 PM | Hessen Cassel | Edith Helbert | Hessen Cassel |
| 3 | 3:30 PM | Monroeville | Chris Wiljer | Monroeville |
| 3 | 4:30 PM | New Haven | Linda Jeffrey | New Haven |
| 3 | 5:15 PM | Return to Main | Michelle Merritt | Ewing Street Entrance |



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.
- All employees are welcome to attend
- Builds comradery among new employees.
- New employees are eager for e-learning opportunities



Let's connect:



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