Staff Technical Training Needs

UC-Circheads 2008   UC San Diego

Areas of Interest

- Training Public Services staff on Technical Services practices and procedures that most often affect patron access to materials
- How staff is trained to use integrated library systems and circulation systems

Presentation Focus

- How Public Services staff may better support public-area equipment and programs through the identification of core technology competencies and implementation of a formal training process

Impediments to Service

- Time
- Money
- Staff Resistance
- Institutional Resistance
  - Administration
  - Librarians
  - Systems/IT

California Library Association

- Core competencies for library staff and librarians: www.cla-net.org/included/docs/tech_core_competencies.pdf

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Technology Core Competencies for California Library Workers

Library staff deals with technology every day. Technology competencies serve to help staff understand what is expected of them in terms of technological skills and knowledge. Technology competencies can also assist libraries in assessing staff training needs and developing an appropriate training program.

This set of competencies is intended to serve as a base model for technology competencies among California library workers. California's libraries are

Commonly Supported Equipment

- Photocopiers
- Copycard dispensers
- Copycard readers
- Change machines

How do I make this bigger?

It ate my money!

Commonly Supported Equipment

- Photocopiers
- Copycard dispensers
- Copycard readers
- Change machines
- Self check-out machines
- Microfiche/film/card readers

How does this thing work?!?

Commonly Supported Equipment

- Photocopiers
- Copycard dispensers
- Copycard readers
- Change machines
- Self check-out machines
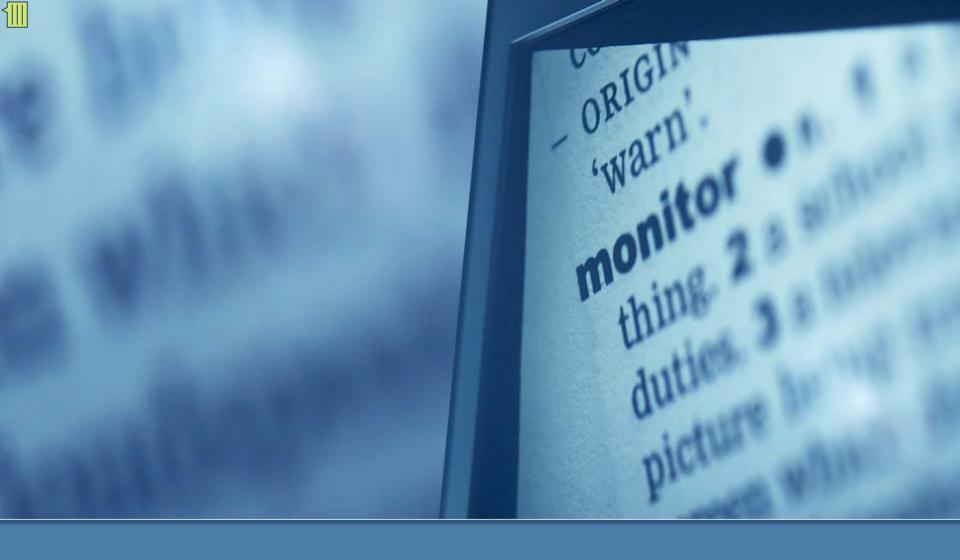- Microfiche/film/card readers
- Computers

My mouse is frozen!   What do I do?

My screen is frozen! What do I do?

How do I view this CD my professor gave out?

Where can I use my flash drive?

Commonly Supported Equipment

- Photocopiers
- Copycard dispensers
- Copycard readers
- Change machines
- Self check-out machines
- Microfiche/film/card readers
- Computers
- Printers

How do I get this to print?

How do I get this to print right?

Commonly Supported Programs

- MS Office
  - Word
  - Excel
  - PowerPoint
  - Access

How do I do…?

Why is it...?

Commonly Supported Programs

- MS Office
  - Word
  - Excel
  - Powerpoint
  - Access
- Adobe Acrobat

How do I email this .pdf to myself?

Why can't I edit this document?

Why can't I save my changes?

Commonly Supported Programs

- MS Office
  - Word
  - Excel
  - Powerpoint
  - Access
- Adobe Acrobat
- Web browsers
- Email

I'm having trouble with my email!

Competency Considerations

- Track patron questions
- Hands-on experience troubleshooting photocopiers
- Emailing documents from Adobe Acrobat
- Tabbing and shortcut keys in MS Office
- Printing from web pages

Build Your Support Network

- Open a dialogue
  - Administration
  - Librarians
  - Public Services
  - Systems/IT
- Build support from the top down

Lather, rinse, repeat

Design Your Training Program

- Design a training program for all Public Services staff
    - Focus on identified needs and objectives
    - Teach Public Services staff *how to find things*
- Identify designated trainer(s) by position
    - Logic divisions?
- Train the trainer(s)

Lather, rinse, repeat

Develop a Support Structure

- Develop and distribute documentation
  - Quick Tip sheets, NOT complicated manuals
- Coordinate with Systems/IT
  - Hands-on experience pre-rollout
  - Systems/IT Forum
- Use existing sites and documentation
- Staff Wiki
- Bookmark it!

Existing Resources

- CLA http://cla-net.org

- LibrarySupportStaff.com

- LSSIRT
http://www.ala.org/ala/lssirt/lssirtresources/CTLTACompsrev2.doc

- Microsoft Product Support
http://www.microsoft.com/en/us/default.aspx

- Your own library's website!

In Summary

- Identification of technology core competencies and...
- Development of standardized technology training program

<div align="center">lead to</div>

- Increased patron satisfaction and...
- Increased staff satisfaction