

Staff Development Committee (Jenny, Jerry, Sandy)

The Staff Development Committee has come up with six (6) general competencies that we feel every library staff member should achieve at least a basic level of competency in.

It may be beneficial for each library to establish a binder to be kept at the circulation desk that has general information in it concerning some of these items. Kind of a staff manual with tips, checklists, passwords, etc.

The general competency areas we came up with are:

Basic Library Knowledge

Collection Knowledge

Customer Service

Computer Technology

Equipment Knowledge

Automation System

Expanded thoughts on each of these are:

Basic Library Knowledge

- ◆ What is the library district's total population?
- ◆ What are the names and positions of the board members?
- ◆ What's the difference between served/unserved areas?
- ◆ What's the current year's total operating budget?
- ◆ What is the library's funding sources?
- ◆ When was the library established?
- ◆ What individual(s) established the library?
- ◆ What are the library's #s (e-mail, fax, phone, etc.)
- ◆ What are the names and positions of the employees?
- ◆ What are the local points of interest?
- ◆ How do you access other area libraries?

Collection Knowledge

- ◆ What are the different collections and where are they located within the library?
For instance...
 - Are paperbacks shelved with hardbacks or separately?
 - Are mysteries or westerns shelved as a collection?
 - Holiday books?
 - Children's collections like *American Girl*?
- ◆ What databases does the library have access to?
 - Which are purchased by the library?
 - How are they accessed from within the library? From home?
 - What format? CD? Online?
 - Is there a "Book" version also within the library?

Collection Knowledge continued...

- ◆ What “special” collections does the library maintain and how are they checked out?
 - Art Prints
 - Book Buddy Kits
- ◆ What items are available for use only in house vs. available for checkout?
 - Projectors, laptops, tables, chairs, easels, etc.
- ◆ What is available in the “Indiana” or genealogy room?
- ◆ How are items ordered, processed, and added to the collection?
 - What sources are primarily used (Publisher Weekly, B&T, etc)
 - Can patrons request items to be added to the collection?

Customer Service

- ◆ Operation of phone system
 - Answering calls
 - Transferring calls
 - Taking messages
 - Answering machine
- ◆ Acknowledge each customer
 - Focus on customer – “be present”
- ◆ Reference interviews
- ◆ Personal conversations
- ◆ Personal phone calls
- ◆ Cell phone use
- ◆ Positive attitude
- ◆ Service with a smile
- ◆ Please and thank you

Computer Technology

- ◆ Public computers
 - Know acceptable use policy
 - Procedure for customers to use computers
 - Printing from public computers
 - What to do if a computer freezes
 - Keyboard freezes
 - Printer jams
 - Change cartridge in printer
 - ◆ Internet searching
 - ◆ Vocabulary
 - Mouse
 - Cursor
 - Tool bar
 - Scroll
 - monitor
 - Server
 - Hardware
 - Software
 - Right click
 - Left click
-

Computer Technology continued...

- ◆ Microsoft Word
 - Change font – style and size
 - Cut and paste
 - Mail merge
- ◆ E-mail
- ◆ Excel

Equipment Knowledge

- ◆ Understand and operate the library's equipment
 - copy machines, printers, microfilm readers, etc.
- ◆ Basic maintenance and repair of equipment
- ◆ Contact information

Automation System

- ◆ What system does the library use?
- ◆ Where are the manuals kept?
- ◆ Is there online help?
- ◆ How do you do basic functions like check-in, check-out, place holds, pay fines, search?
- ◆ Searching by subject, author, etc and advanced searching techniques
- ◆ How is the OPAC interface different than the staff's?
- ◆ What can patrons access from home?
- ◆ How do you add a patron? Delete a patron?
- ◆ What are limits set on patrons? Can they be over-ridden? By who?
- ◆ What do you do if the system goes down? Pencil/Paper check-outs? Back-up PC option? Who do you call?
- ◆ How do you track in-house use items?