

Information Services@College Library: Training Overview

Topics have been chosen to cover the basic knowledge and skills required for providing Information Services at College Library. The general training plan is to involve all staff in both participating on training teams and having a structured system to review the topics.

General goals:

- Keep all staff current on the wide variety of questions that come to the Information Desk, which include questions about library services and policies, facility issues, equipment issues, directional assistance, basic reference assistance using MadCat and article databases, familiarity with campus web sites, general Internet searching, and knowledge of sources for referring questions beyond the scope or expertise of College Library.
- Establish competencies for all training topics. Setting clear expectations for what skills and knowledge are required for a given topic will allow for improved service and increased consistency in the provision of information.
- Ensure updated documentation and/or policies on Information Services topics. Each training topic will require that current documentation and resources are provided.
- Provide a systematic way to review these training topics on a regular schedule. The cycle of topics will generally be repeated over the course of a year to allow refreshers on all the topics. The repetition not only provides an opportunity to refresh our skills, but also offers a chance to identify updates or necessary revisions to documentation or policies related to any given training topic.
- Encourage broad staff participation in training and offer opportunities to take a lead role in planning the training sessions. All staff will participate in some way as being part of training teams responsible for planning the training sessions. Participation is achieved in the following ways: member of a training team, co-facilitator, or lead trainer. Staff may choose to volunteer for different topics in different years.
- Create a system for follow-up on all topics in order to reduce ways for training to "fall through the cracks" due to absences from training sessions. Also, all topics will have resources (people and documentation) available for individuals to get additional assistance in learning.
- Offer support for training teams through involvement of the Staff Development Committee and/or resources, such as training books and the Training Toolkit.