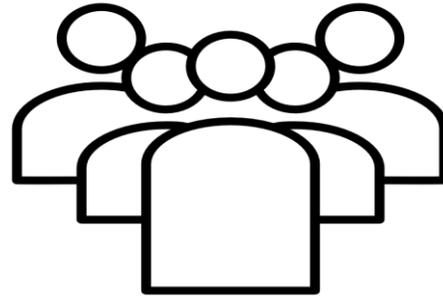# Elevating All Staff:

Designing an In-house Professional Development Series

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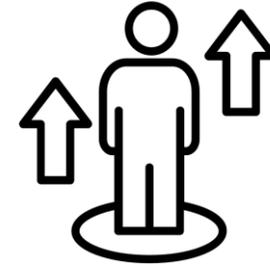
Regina Raboin, MSLIS, Associate Director

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BLC Networking Day
May 22, 2019

UMASS. University of Massachusetts Medical School

Motivation

- Hosting the series in-house contributes to cost savings and allows for more staff to attend a variety of workshops

- Opportunity to invest in all staff in a way that aligns with the strategic plan

- The program offers a low-risk opportunity to explore new and relevant skills needed in the library

- Encourages all staff to re-engage with existing skills and develop new skills

Planning

- Using the strategic plan and working with supervisors, sessions were identified based on initiatives and needs

- Experts on various topics were identified regardless of location and invited to lead a workshop or series of workshops

- Library management provided protected time for staff to participate in learning sessions, and all staff were encouraged to attend professional development activities
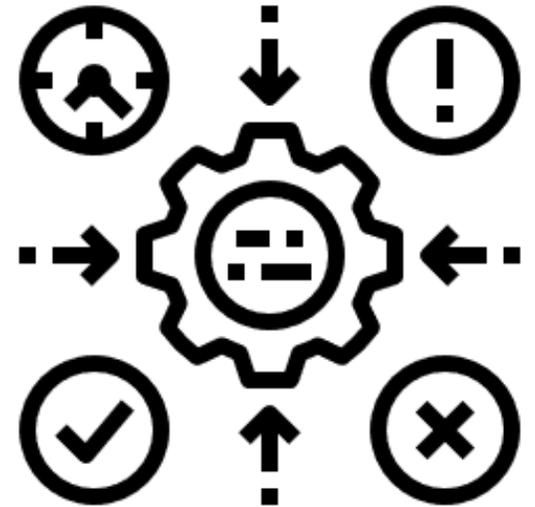
Workshops

- Pre-work was included to allow for a hit-the-ground running experience

- Series was scheduled on-site and during working hours

Topic	Number of Sessions
Content Management - focusing on LibGuides	Pre-work; 2 - hour session; Task force developed to keep momentum going
Assessment of Services & Space	Reading; 2 - hour session
Marketing the Library & Library Services	Pre-work; 6 - hour session; Follow-up session with supervisors
Customer Service	Pre-work; 2 - hour session
Copyright	Pre-work, 3 x 2 - hour sessions

Assess

- All staff were invited to complete a survey using RedCap

- Questions included:

    - Satisfaction with the professional development series

    - Self-assessment of skill enhancement

    - Ratings of individual programs

    - Open comments

    - Input on future program planning

- 62% (22/37) of staff responded to the survey

Outcomes

- Majority of the staff gave the series a positive review

  - Some workshops received higher ratings than others

  - Multiple staff members noted that they enjoyed meeting as a group and connecting with colleagues from different library departments

- Broad exposure to multiple professional development areas was seen as a positive

Feedback

- Comments included:

  - wanting more follow-up on applying new skills

  - desire to push the boundaries with professional development

  - series raised awareness of issues outside the traditional scope of position.

  - a challenge to take a new idea and to get a sense of whether or not it would work and/or benefit projects at the library

  - having time for some of the longer and multi-day sessions was difficult

  - it was good to have the entire staff participate

Next Steps...

- This program allows us to align skills of all staff members with the strategic plan by providing core professional development opportunities for all staff members

- The series contributes to the unified effort to develop the skills of all staff by removing the artificial barrier between professional and non-professional staff, as well as increased and enhanced collaboration on strategic priorities

- Due to the success of this pilot program, additional professional development programming, including topics such as tech tools, diversity & inclusion, effective communication, and instructional design, will be offered in the future

- Time and scheduling remain points of concern

  - Some staff noted that having sessions on-site was a positive incentive

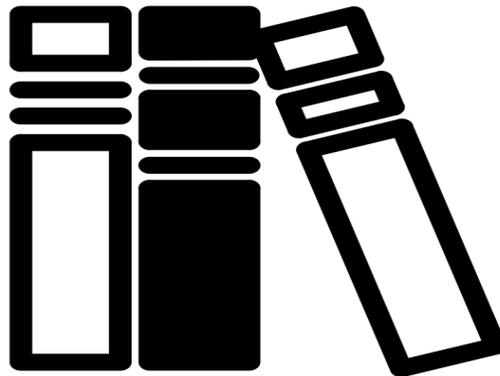 - Work with departments to be more inclusive regarding scheduling needs

Next Steps
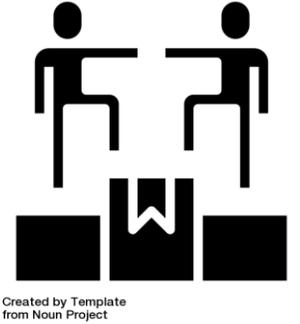
- Initial series was to bring all staff to a shared understanding of topic areas

    - Identify new topics and areas that deserve a deeper dive

    - Task forces formed to apply the content and to work through action items in the strategic plan

- Continue to encourage cross-departmental connections

- More pre-work needs to happen to identify fresh voices to lead sessions

Works Cited

Study data were collected and managed using REDCap electronic data capture tools hosted at UMASS Medical School.[1] REDCap (Research Electronic Data Capture) is a secure, web-based application designed to support data capture for research studies, providing 1) an intuitive interface for validated data entry; 2) audit trails for tracking data manipulation and export procedures; 3) automated export procedures for seamless data downloads to common statistical packages; and 4) procedures for importing data from external sources.

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Thank You!