Elevating All Staff:

Designing an In-house Professional Development Series

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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

<table>
<thead>
<tr>
<th>Topic</th>
<th>Number of Sessions</th>
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<tbody>
<tr>
<td>Content Management - focusing on LibGuides</td>
<td>Pre-work; 2 - hour session; Task force developed to keep momentum going</td>
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<tr>
<td>Assessment of Services &amp; Space</td>
<td>Reading; 2 - hour session</td>
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<tr>
<td>Marketing the Library &amp; Library Services</td>
<td>Pre-work; 6 - hour session; Follow-up session with supervisors</td>
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<tr>
<td>Customer Service</td>
<td>Pre-work; 2 - hour session</td>
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<td>Copyright</td>
<td>Pre-work, 3 x 2 - hour sessions</td>
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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
Study data were collected and managed using REDCap electronic data capture tools hosted at UMASS Medical School. 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.
Thank You!