

## Professional/Staff Development Resources

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## **UCLA** LIBRARY

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### **UCLA Library Administrative Document # 700-2**

#### **Curricular Framework for the Learning & Development Program**

The UCLA Library seeks to foster an atmosphere of involvement, commitment, creativity, innovation, challenge and fun across the organization. The Library is committed to creating a culture of trust and mutual respect, providing equal opportunity and fair treatment, and fostering an environment of open communication that appreciates differences and emphasizes personal accountability.

The UCLA Library's Learning & Development Program is managed by Library Human Resources and is organized around a cohesive curricular framework that provides a flexible mechanism for planning.

##### **Statement of Philosophy and Purpose**

The ongoing professional development of each and every academic and staff employee is a crucial and integral part of the Library's strategic plan and priorities. Access to learning opportunities is open to all Library employees. Participation in learning and development activities:

- improves effectiveness in the employee's current job;
- enhances career opportunities within the UCLA Library, UCLA, and the University of California; and/or
- increases professional knowledge, skills, and abilities.

The UCLA Library invests in individuals and the organization by providing opportunities for learning and professional growth for all employees and the organization as a whole.

Professional development is defined as growth in an individual's knowledge, skills, and abilities that leads to enhanced effectiveness and increased efficiency. The employee and the supervisor are jointly responsible for professional development. Employees are expected to share in the responsibility for their own learning, professional development, and continuing education. Supervisors are expected to coach, counsel, and mentor employees and to suggest professional development and continuing education opportunities to individual employees.

Professional development and continuing education activities should be planned and annual learning goals should be established at the same time that unit and individual work plans are developed. Annual individual work plans should be developed with the intent to acquire and improve new knowledge and skills, to increase an individual's ability to assume greater responsibility, and to prepare for future career opportunities.

As employees prepare individual work plans and outline professional development goals, they are encouraged to:

- Evaluate their own effectiveness;
- Assess their learning needs;
- Make plans to improve their knowledge base and skill set; and
- Improve their performance.

Managers are expected to encourage and be supportive of employee development by:

- Providing honest and helpful feedback on performance;
- Encouraging employees to learn and grow throughout their careers, and to pursue appropriate career goals;
- Offering or supporting education and learning opportunities to the extent possible to enhance an individual's performance and capacity, which may go beyond their current position; and
- Publicizing job opportunities so that individual employees can pursue positions which they see as advancing their own development.

Progress in meeting these goals should be evaluated on a regular basis – through the peer review process for academic employees and through the annual performance evaluation process for staff employees.

The UCLA Library's Learning & Development Program is dedicated to serving library employees by providing opportunities to acquire a wide variety of knowledge, skills, abilities and competencies to enhance professional practice throughout the library system in all levels and types of jobs.

Rapid advances in technology, changes in user expectations of service, transformations in the ways that academic users seek information, and expanding roles for library employees at all levels require investment in the Library's talented and agile employees, helping them to be continual and strategic learners.

The Learning and Development Program seeks to provide opportunities for Library employees to share with one another what they learn about trends in research and scholarly communication, interests of UCLA faculty and students, and the results of experiments – whether successful or not – in providing new and better service to the Library's primary clientele.

#### **Curricular Framework and Tracks**

The UCLA Library's Learning & Development Program is managed by Library Human Resources and is organized around a cohesive curricular framework that provides a flexible mechanism for planning.

Learning & Development opportunities span activities such as orientation, continuous learning through formal and informal training, mentoring, and coaching. Within the curricular framework are specific tracks which cover a broad range of knowledge, skills, and abilities for all levels of staff.

For each track, the Library may provide release time, funding, and/or and support for learning opportunities at the UC system level, UCLA campus level, and the library level as well as for external opportunities and offerings. Interactive offerings such as journal clubs and book discussion groups may be a part of any track. Departmental offerings tend to be job-specific and may not be open to all Library employees. Departments and managers develop their own internal training and documentation.

Within each of the twelve tracks, there are five types of offerings:

- system level offerings;
- campus level offerings;
- library offerings;
- departmental offerings; and
- external offerings.

*Note: Courses and other offerings may appear under more than one track.*

### **Curricular Tracks**

#### ▪ **Orienting Employees (Orientation)**

This track is designed to help new employees adjust to the Library and the campus environment, and succeed in performing their duties and responsibilities. At the campus level, a general orientation is offered. The Library's New Employee Orientation Program compliments with offering. At the departmental level, orientation is tailored to the learning needs of new employees, and to their specific job duties.

#### ▪ **Appreciating Differences (Diversity)**

Courses in this track are focused on diversity-related issues and are aimed at fostering harmony and enhancing group effectiveness by encouraging appreciation of and sensitivity toward all individuals.

#### ▪ **Ensuring Health and Safety (Health, Safety and Wellness)**

This track is focused on workplace health and safety and individual wellness. Offerings are varied and include courses and programs on health, well-being. The workplace environment and ergonomics are topics covered in this track.

#### ▪ **Developing Professional and Interpersonal Effectiveness**

Offerings in this track aim to increase the employee's professional effectiveness on an individual level and within teams. Courses address development in planning and organizing, self-assessment and self-understanding, and individual skill-building.

#### ▪ **Building and Maintaining Professional Knowledge & Expertise**

This track provides offering related to librarianship and academic librarianship and offers staff at all levels an opportunity to increase and maintain their professional knowledge.

- **Providing Service (Customer Service)**

The quality of service we provide to library users, both internal and external, affects our efficiency, our working relationships and overall productivity. Courses in this track provide a foundation in public service philosophy and essential skills. The ideas and concepts apply to the relationships among individual employees and University departments.

- **Building Collections (Collection Management)**

Development and management of collections represents one of the most important priorities of the UCLA Library and involves multiple levels of staff. Offerings in this track focus on enhancing staff knowledge and awareness of collections, particularly specialized collections, and on developing skills of individuals to efficiently and effectively manage our collections.

- **Harnessing Technology (Information Technology)**

These courses provide training in the use of computer applications at basic and more advanced levels that help employees use technology effectively and increase their productivity.

- **Stewarding Fiscal Resources (Business Processes & Accountability)**

Courses in this track prepare managers to handle University resources responsibly and increase awareness of the need for accountability.

- **Seeking Support (Fundraising, Development & Grantsmanship)**

This track focuses on development of knowledge, skills, and abilities related to fundraising and development and grantsmanship (writing and managing grants).

- **Managing Human Resources (Supervisory Development)**

The purpose of this track is to help current and prospective supervisors to develop an understanding of theories and concepts of supervision and human resource management as well as practical skills in managing people.

- **Becoming a Leader (Leadership Development)**

The intent of courses in this track is to prepare employees for leadership roles at many levels within the Library and UCLA campus, and deepen their competencies as leaders and managers.

**Issuing Officers**

Pat Hawthorne, Director of Library Human Resources; Jenifer Abramson, Assistant Director of Library Human Resources

**Responsible Department**

Library Human Resources

**Approval**

Approved by Library Cabinet – November 2007


**Review Cycle**

This document will be reviewed initially in May 2008. Thereafter, its provisions and relevance will be reviewed annually.

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## University of Georgia Libraries

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### Training and Development

**Libraries Human Resources**

Employment Opportunities
Training and Development
- Auditing of Classes by Employees
- Links to Resources
- New Employee Orientation
- Training, Conference & Travel Funding Guidelines
- UGA Tuition Assistance Program
Staff Resources
Libraries Events Calendar
Athens Information

#### Libraries' Staff Training & Enrichment Program [S.T.E.P.]

The Libraries' Human Resources Department has responsibility for coordinating training and enrichment for the organization. In that role, the HR staff will work with various groups/committees, such as the [Department Heads Group](#), [Libraries Staff Association](#), [Professional Development and Research Committee](#), and individual departments or groups with special training needs.

**S.T.E.P. Mission:**

To facilitate a program that enhances organizational effectiveness while promoting individual career objectives.

**S.T.E.P. Objectives:**

- Create a continuous learning environment
- Develop core knowledge and skills
- Stimulate communication
- Address professional issues
- Improve morale and contributes to retention
- Foster commitment to the organization
- Prepare staff for future challenges in the workplace

#### Professional Development and Research Committee (PDRC)

The Libraries' Professional Development and Research Committee (PDRC) is charged with fostering professional growth of the Libraries' faculty through developing and promoting continuing education activities, encouraging and facilitating participation in local, state, regional, and national organizations; and promoting research interests and activities of the Libraries Faculty. To accomplish these goals, PDRC sponsors programs of interest to the Libraries' faculty and periodically schedules professional forums, discussions and workshops. PDRC also administers the Libraries' mentoring program. To learn more about PDRC current programs, please visit: <http://www.libs.uga.edu/profdev/>.

#### Libraries' Faculty Independent Professional Activities Policy

Libraries' faculty are encouraged to engage in independent professional activities in addition to their assigned job responsibilities when the activities increase their professional competence and advance the Libraries' mission. Every faculty member may use up to five hours per week to pursue independent professional activities. Such release time is considered part of the faculty member's work week and does not require supervisors' permission. Accumulating and using release time beyond five hours per week requires supervisors' permission since it may affect the operation of the faculty member's department. The procedures for taking advantage of this faculty benefit can be viewed at: <http://www.libs.uga.edu/staff/independentprof.html>.

### **UGA Training & Development Center**

The UGA Human Resources' Training & Development Center provides a variety of classroom and e-learning courses. Most courses are free, but some do have a nominal fee. Please visit their [web page](#) for more information.

### **Element K**

The University of Georgia has been offering online learning via Element K, a leading provider of online learning solutions, since September 2003. Element K's online training modules offer you the flexibility to learn about various elementary to advanced topics at your own pace. Element K's modules are free to all UGA faculty, staff and students. To learn more about Element K, please visit: <http://eits.uga.edu/elementk/>.

### **Attendance at Library-Sponsored and University Sponsored Academic Events**

#### **Library-Sponsored Events (excluding training):**

Employees are encouraged to attend library-sponsored events. Support of these events promotes job satisfaction, increases the sense of community among employees and encourages potential donors and others to look at the libraries in a positive light.

Employees may attend library-sponsored events during their normal work hours without taking annual leave or making up hours. Attendance must be mutually acceptable to employees and their immediate supervisor.

If all members of a unit wish to attend the same event, then priority will be at the supervisor's discretion.

#### **University-Sponsored Academic Events (excluding training):**

Employees may attend up to 5 university-sponsored events per semester (Fall, Spring and Summer), taking place during their normal work hours, without taking annual leave or making up hours. Attendance must be mutually acceptable to employees and their immediate supervisor.

If all members of a unit wish to attend the same event, then priority will be at the supervisor's discretion.

For further information about training and development resources or to suggest a training event, contact Jan Hudson at [libjobs@uga.edu](mailto:libjobs@uga.edu).




Last Updated: NaN/NaN/NaN

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<http://www.libs.uga.edu/humres/training/index.html>



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# UNIVERSITY LIBRARY

UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

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Staff Resources

## Staff Development

Development Resources

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Development Guidelines

SD&T Committee

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## Who You Are

### New Employee

- New Employee Checklist

### Graduate Assistant

- New Employee Checklist--Graduate Assistant Supplement
- Continuing Education Opportunities
- Fall 2010 Orientation Schedule
- Training Manual

### Librarian

- New Employee Checklist--Faculty Supplement
- Supervisor or Unit Head
- Tenured
- Untenured

### Staff

- New Employee Checklist-- Civil Service Employee Supplement
- Policy regarding time for taking courses in the University

### Student

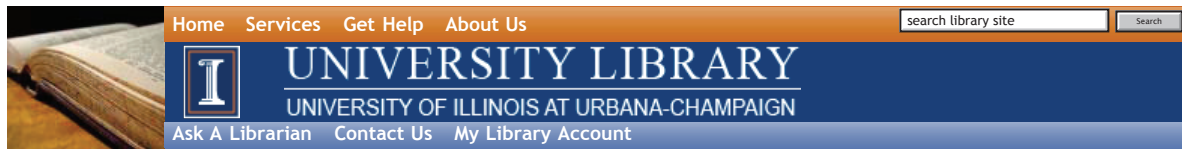
- New Employee Checklist-- Student Assistant Supplement
- Illinois Compass Online Training (coming Fall 2010!)



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For comments on this page contact: Staff Development & Training

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# Staff Development and Training Advisory Committee

## Charge

The University of Illinois Library has a responsibility to inform and train staff so they are prepared to serve the library community knowledgeably and effectively in a period of rapid technological change and organizational transition. The Library provides training, development, and enrichment opportunities; consulting services; and access to relevant training information in a variety of formats and levels.

The Staff Development and Training Advisory Committee advises the Library administration and the Staff Development and Training Coordinator on the planning, coordination, and evaluation of the Staff Development and Training Program. The committee makes recommendations for the establishment of competencies and standards, identifies training needs of library staff, prioritizes those needs, and makes recommendations about how to go about meeting those needs. The committee participates in planning policy and decision-making efforts regarding the offering of these programs. The committee reviews and makes recommendations regarding the creation, implementation and ongoing provision of a New Employee Orientation program. The committee helps to identify, recruit, train, develop, evaluate, and maintain a pool of staff trainers, resource personnel, and facilitators. The committee shares in accountability for performance of the training program and evaluates the performance of the training program.

## Composition

The Committee is chaired by the Staff Development and Training Coordinator. Committee members are appointed by the University Librarian, with the advice of the Executive Committee. The Committee normally will be composed of nine members serving two-year staggered terms, and may be reappointed for repeated terms.

## Membership

Beth Woodard, chair

\*Susan Braxton (08/15/12)

Paula Carns (08/15/11)

\*Camilla Fulton (08/15/12)

Gail Hueting (08/15/11)

\*Kate Swan (08/15/12)

Barb Trumpinski-Roberts (08/15/12)

\*Sandy Wolf (08/15/11)

Lisa Hinchliffe, *ex officio*

Cindy Kelly, *ex officio*

Helen Zhou, *ex officio*

\*second term