3 Must-Have Activities for New Employee Training
Poll Question #1

How much experience do you have training new employees?
WHY THESE ACTIVITIES?

You need to provide an experience for your new people.

Employees want meaning in their work.

“What’s in it for me?” (the employee)
THREE BASIC ACTIVITIES

Discussions

Independent Searching

Scenario Practice
THREE STRATEGIC TOPICS

Library Knowledge

DEI in Customer Service

Career Expanding Skills
LIBRARY KNOWLEDGE

tapping into librarianship goals and your mission
Poll Question #2

How often do you hire staff with no prior library experience?
Library Knowledge: Who are our Customers

- GCPL Library Staff
- Gwinnett County Citizens
- Library Board of Trustees
- County Board of Commissioners
GCPL Glossary of Terms

**Beanstack**: an online platform where customers can participate in reading challenges by logging their books or time spent reading.

**Bibliographic Record**: also called a Bib Record, this is an entry in our ILS that stores identifying information like title, author, and subject headings, as well as circulation information like availability and call number.

**Bibliotheca**: our self-checkout machines allowing customers to check out their materials, renew items, and pay fines.

**Book a Librarian (BAL)**: customers can request a one-on-one appointment with a library staff member to discuss a specific topic. These are usually 30-60 minutes long.

**Claim Return**: the process staff take when a customer reports they have returned an item that is still showing up in their library account.

**Comprise**: the public computer reservation system and the name for our printing kiosk.
Library Knowledge: Connection to the Branch

Branch Scavenger Hunt

Walk around and explore the branch in order to answer the following questions.

Where are the staff located?

Pick a customer and describe how they're using the library?

Locate a book display. What display did you choose and is it effective in promoting its books? How could it be better?

Explore the children's area. Share one observation about this space.
DEI IN CUSTOMER SERVICE

bridging personal experiences and community needs
Poll Question #3

What kinds of DEI training do you offer?
DEI in Customer Service: Inclusive Activities

Code of Conduct Practice Scenarios

Researching Book Lists & Award Winners

Reference Interview Practice Scenarios

Readers’ Advisory Practice Scenarios
DEI in Customer Service: Discussion Tools

Project Implicit

eliminating racism empowering women
ywca
DEI in Customer Service: Customer Service Philosophy

Inclusive | Knowledgeable & Passionate

Transparent | Innovative

Equitable & Cooperative | Friendly & Focused
CAREER EXPANDING SKILLS

illuminating career growth at your library—or in life!
Poll Question
#4

How often do new employees ask about advancement?
Career Expanding Skills: Continued Learning

Age Groups
- Assessing Content for Kids & Teens
  - Edited Jan 7, 2022
- Assessing Content for Adults
  - Edited Feb 21, 2023
- Reluctant Readers
  - Edited Jan 7, 2022

Diversity & Inclusion
- Where to Find Diverse Books
  - Edited Jan 7, 2022
- Gale Virtual Reference Library
  - Edited Jan 6, 2023

Genres & Topics
Career Expanding Skills: Transferable Knowledge

Communication

Presentation Skills

Program Planning
Questions?

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