



REPORT TO THE LIBRARY BOARD
MEETING DATE: THURSDAY, SEPTEMBER 23, 2010

Session:	Public Session
Subject:	Staff Training: Practicalities, 2010
Prepared By:	Beth Kinchlea
Presented By:	Anne Baker
Purpose of Report:	For Receipt and Information Only

Recommendation

It is recommended that this report be received.

Issue / Opportunity

Training is fundamental to London Public Library's success in providing relevant, accessible, high-quality library services to the public and to our ability to operate effectively. LPL strives to create a high performance culture by developing and empowering employees in all parts of the organization. The knowledge that a staff member must retain in order to meet his or her responsibilities has broadened remarkably in the last ten years. While training and development opportunities are offered through the course of each year, LPL also offers an annual two-week training period called ***Practicalities***. *Practicalities* is a conference-style approach that focuses on knowledge and skills required for everyday external and internal customer service. In addition to providing training opportunities, *Practicalities* gives staff the opportunity to interact with people in other departments and locations, thereby making personal connections that support a learning culture and a collaborative working environment.

Training is provided to LPL staff across all departments and 16 locations. While some training is optional, at the discretion of staff or supervisors, some is mandatory, relating to legislative requirements or system initiatives. The scheduling of training in 2009/2010 has been challenging, particularly since we have had our highest-ever public utilization levels, many staff are involved in partnerships and strategic alliances requiring time spent out in the community, and we have continued to work on library innovations to keep services relevant and up-to-date.

Practicalities 2010

A team of staff representing a variety of areas participated in the Planning Team for 2010: Sandra Andrade Bax (Collections), Maria Forte (Beacock), John Glover (Facility Services), Heather Heathcote (East London), Cassandra Prokop (Cherryhill), Mark Richardson (Central Second Floor), Pearl Santopinto (Arts and History) and Arlene Thompson (Manager). Working with Beth Kinchlea, Manager of Training & Development, the team planned a broad suite of programs presented by staff subject matter experts or external presenters.

In order to facilitate scheduling, *Practicalities* runs at the end of May, a time which is traditionally somewhat slower for staff. The focus of the entire organization turns toward training and development in these two weeks. Casual staff are booked extensively in order to release permanent staff for training. Casuals attend their own Professional Development Day at another time.

Outcomes

Staff received 1055 training hours (up from last year's total of 842) in the following areas:

Theme	# Sessions
Technology	7
Customer Service	3
Diversity/Accessibility	5
Information Delivery/Resources	10
Operations	12

Sample feedback from staff evaluations:

"Since Practicalities, we have started looking at our branch with fresh eyes again, and I can tell that staff are feeling re-inspired." (A Branch Supervisor)

"Just have to say it.... I LOVE PRACTICALITIES!!"

"I thought the selection of topics was quite varied and in every one I attended I learned something new which could be applied in some way to the work I'm doing. And besides - some of them were fun too!"

Appendix A – Schedule of Events for Practicalities, 2010

	Monday, May 17	Tuesday, May 18	Wednesday, May 19	Thursday, May 20	Friday, May 21	Saturday, May 22
Central a.m.		9:30 -11:00 Future Trends Central - S&H 11:30-12:30 Create Lists - Beginner	9- 10:30 The Impact of Marketing on an Organization Central - Lit Lab 11-12 askON: Service in another format Central - Lit Lab	9-11 Selectors' Picks Central - Boardroom 11:30-12:30 Readers' Exchange Central - Boardroom	10:00 - 11:30 COPS Open House/Media hands-on	E-Modules: Serving Patrons with Disabilities Safe Lifting XP Accessibility Features
Branch a.m.			Beacock	Landon 9-11 Brodart 11:30-1 LSP: What have we learned? Martha Bishop Room	Byron 9-11 Web Services for Children and Youth	Ergonomic Workstations Scent- Reduction Guidelines
Central p.m.		2 -3:30 Create Lists - Beginner Central - Lit Lab 3:30 London Room Digitization Project Central - Lit Lab	2 -4 Compassion Fatigue Central - S&H	2-4 Merchandizing with Carol Grimes Central - Boardroom	2-4 Health Databases Central - 1 st floor Training 2-5 Tools 'R Us Central - Lit Lab	WHMIS
Branch p.m.		Westmount 2-4 OMERS Retirement Ferraro	Beacock	Landon 2-3 Learning Disabilities Martha Bishop Room 3:30-4:30 Literacy on the Go	Byron	

	Monday, May 24	Tuesday, May 25	Wednesday, May 26	Thursday, May 27	Friday, May 28	Saturday, May 29
Central a.m.	Happy Victoria Day!		9-11 Clear Writing Central – Boardroom 11-12:30 Carson Library Engagement Strategy Carson Library	9-11 Follow the book! Central – Lit Lab 11:30-12:30 Resource Lists Central – Lit Lab	9-11 Personal Information Central – Boardroom 11:30-12:30 – OverDrive in Under an Hour Central - Lit Lab	9-11 Workplace Violence Central – 2 nd Floor Meeting Room
Branch a.m.			Sherwood 9:00-10:30 Active Seniors 11-12:30 Groupwise – Time for You	Landon	Jalna 9:30-11 Boot Camp Meeting Room A 11:30-12:30 Computer Coach volunteers Meeting Room A	Jalna
Central p.m.		2-5 Tools `R Us Central - Lit Lab 2-3:30 Create a List – Advanced 1 st Floor Training	2-3:30 Community Tagging and Reviews Central – Lit Lab 3:45-5 Remote Collections Central – Lit Lab	2-4 Selectors’ Picks Central – S&H 4-5 Readers Exchange Central – S&H	2-3 Inclusive Materials for Children Central Boardroom	
Branch p.m.		East London	Sherwood 2-4 Compassion Fatigue Meeting Room A	Landon 2-4 Merchandizing with Carol Grimes Martha Bishop Room	Jalna	