Turnover, Turmoil, and Training...Oh my!

How we survived the insanity that was 2014 and developed a new training model in the process.
• 30 Staff:
  • 5 Full Time (including us)
  • 23 Part Time Circulation Assistants
  • 2 Part Time Workroom Assistant (no contact w/public)
• Department Head Retiring
• Circulation is a swinging door

Our Department in 2014

Scared eh? Afraid eh?
• Interviews conducted: 50
• New Staff Hired: 15
• Resignations: 13
  • 6 of these resignations came from new staff who had started that same year.
  • 7 of these resignations came from staff who had started prior to 2014.
• Major Schedule Changes: 4
  • 1 Part Time to Full Time
  • 1 Full Time to Part Time

Statistics...

Are you saying Circulation isn't what it ought to be?!?!
• Interview Process
• Introductory Period at MPPL
• Reviews

Why is this such a big deal?

Well bust my buttons!
Why didn’t you explain the training process in the first place?!!
• Library & Circulation Orientation
• Initial training with a full timer
• Release into the wild…

Orientation and training and that’s it?!? OH MY!!!

The old training model
360° Training Model

Using constant feedback from all parties to achieve a productive and enjoyable training experience for

EVERYONE!
Goals

- Pairs
- 360° feedback on training
- New things missed in initial training
- Mistakes and possible retraining?
- Inconsistencies
- Positive/Encouraging feedback

Training must be done delicately...all in good time, my pretty. All in good time.
Follow the Training Plan

• Training Plan
• Importance of checklists
• New staff get a copy

Follow, follow, follow, follow, follow the Training Plan!
- Regular Schedules vs. Training Schedules
- Hour by hour task changes
- Pairs

Can’t you read?!? “W” stands for Workroom, which means check in books!
• Needed a way to track progress
• Started with Assessments from trainers
• New staff didn’t always know about the forms
• “I wish I had a form to fill out.”

The History of the Form
Training Assessment Forms:
Given to each senior staff member for each hour they are paired up with a new person.

Assessments
Training Evaluation Forms:

Given to each **new staff** member for each shift. Allows them to express how they feel training is going, and if they have new ideas or suggestions.

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**Training Evaluation Form:**

- **Your name:** __________
- **Tasks assigned to:** __________
- **Do you feel comfortable w/the tasks you were assigned to today?**
  - Yes
  - No
- **Were your trainers available for questions?**
  - Yes
  - No
- **Did your trainers notify you of mistakes?**
  - Yes
  - No
- **Did you receive conflicting information from multiple trainers?**
  - Yes
  - No

If you circled yes, please list any inconsistencies in information while training:

- 
- 
- 

**Questions/Comments for your supervisor:**

**Initials:** __________  **Date:** ________

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'E'f I were King of Circulation...
• Forms returned to us
• Forms analyzed
• Requests & Questions addressed
• Inconsistencies are clarified with everyone
• Create training schedule for the following week

I’ll train ya with my eyes closed!

Supervisor Evaluation Process
Results!!!

- New staff move on faster.
- Feedback is constant and helpful.
- Bonding is happening between new and old staff, contributing to teamwork atmosphere.
- Senior staff to pay more attention to what they’re doing, resulting in less errors.
- New staff feel as though they are being heard.
- Inconsistencies are handled immediately.
- New staff are calling our senior staff out by name.

There’s no place like MPPL. There’s no place like MPPL. There’s no place like MPPL!
Recent Statistics

2015
• 7 Resignations
• 6 New Hires

2016
• 2 Resignation
• 3 New Hires

Hail 360° Training! The wicked turnover is done!
Hahaha! Hohoho! And a couple of tralalas! That's how we laugh the day away in the merry old land of Circ!

Questions?