

Employee Learning & Development Curriculum



Public Library
of Charlotte & Mecklenburg County

Employee Learning & Development Curriculum

The Charlotte Mecklenburg Library recognizes that our employees are our most valuable resource. A well-trained staff is crucial to the success of the Library. The Charlotte Mecklenburg Library invests in the learning and development of all our employees.

The following Employee Learning & Development Curriculum is a comprehensive personal development program designed to assist employees in developing a foundation of core skills needed to succeed at the Library.

The following areas have been identified as key to employee success at the Library:

- Communication
- Customer Service
- Ethics & Values
- Knowledge of the Library
- Learning & Personal Growth
- Safety & Security
- Technology

The Library recognizes that competencies in these areas are critical to the success of staff and the Library. The course plan included here contains seven core classes which are required of all employees*. Following that is a list of elective courses that any Library employee may enroll in. All employees are encouraged to work with their supervisors and select at least two elective courses that meet their development needs. This plan is not intended to be the final or only resource staff should utilize when developing or strengthening their skills. Rather, these courses are a foundation upon which staff can develop and improve their own skills. All staff are encouraged to identify and utilize other training resources to grow and develop both personally and professionally.

All Library employees are required to participate in the Employee Learning & Development Program. New employees should follow the designated timeline described. Current employees may exercise flexibility in scheduling courses; however, all required training must be completed by December 31, 2010. Credit will be given for courses already completed. Failure to meet the required schedule could result in a negative impact on your performance rating.

All courses may require pre-work and post-work to help you learn the material. It is your responsibility to complete pre-work prior to attending a session. If you have not completed the pre-work, you may be asked to reschedule and attend training after completing the pre-work. Your training record will show that you have completed a course once the post-work has been received and evaluated.

Courses are offered through the Library and Mecklenburg County. Periodically, courses will be reviewed for relevancy and may be modified to include new ideas, processes, or resources.

Courses are offered through a variety of methods including: face-to-face, online asynchronous (self-paced), online synchronous (live), or blended (combination of these methods).

*Diversity Competency Development and Non-Violent Crisis Intervention are strongly recommended but not required for part-time staff.

Employee Learning & Development Schedule

- **Within first week of employment with the Library, you should have enrolled in and/or completed the following courses:**
 - New Employee Orientation
 - Library Safety & Security Orientation
- **Within 6 months after you begin employment with the Library, you should have enrolled in and/or completed the following courses:**
 - Customer Service
- **Within 12 months after you begin employment with the Library, you should have enrolled in and/or completed the following courses:**
 - Diversity Competency Development*
 - Ethics
 - Non-Violent Crisis Intervention*
 - Sexual Harassment

*Diversity Competency Development and Non-Violent Crisis Intervention are strongly recommended but not required for part-time staff.

Training Policies

Registration

To register for both Library and Mecklenburg County Courses, look for the “Training and Development” tab in myHR. Note that some courses require that you complete other courses before you can register. If you need assistance, please contact a member of the Human Resources Department or e-mail learning@plcmc.org.

Cancelling/Rescheduling Training

To cancel or reschedule your registration, contact the Mecklenburg County Employee Services Center by phone at **704.432.myHR (6947)** or by e-mail **Helpdesk.MyHR@mecklenburgcountync.gov**. Include in your communication your name, employee ID number (which can be found on your ID badge), as well as the name of the class you need to cancel. If you do not cancel your registration at least 24 hours in advance of the course and do not attend training, you will be marked as a “no show” and an automatic notice will be issued to you and your supervisor announcing a charge for your course registration. The Library also may be charged a “No Show” fee (see below).

Attendance Policy

Please note that when you register for a class, you are expected to attend. Mecklenburg County charges a \$25 no-show fee for their training courses (different costs may apply to certain courses.) The Library must absorb this cost. The Library does not charge for its courses (designated by the course code LIB) unless otherwise noted. Frequent no shows to training courses could result in disciplinary action against the employee; therefore, we ask that you make every effort possible to attend. If the course is full and others are waitlisted, your failure to attend has kept someone else from attending and benefiting from the course.

Tracking Your Progress

Use this chart to track your progress on completing the required courses. Your manager or supervisor as well as Human Resources will also track your course completions. You may contact us at any time regarding the courses you've completed.

Required Courses	Date Registered	Date Completed
LIB001 New Employee Orientation		
LIB035 Library Safety & Security Orientation		
LIB036 Customer Service		
DIV101 Diversity Competency Development*		
<i>coming soon from Mecklenburg County Ethics</i>		
LIB017 Non-Violent Crisis Intervention*		
LIB038 Sexual Harassment		
Supplemental Courses (choose at least 2)	Date Registered	Date Completed
LIB030 or M4R120 Basics of Training Design		
LIB039 Information Assistance		
LIB040 Merchandising the Collection		
M4R104 Presentation Skills		
LIB048 Programming for Teens		
LIB008 Readers Advisory Basics		
LIB010 Readers Advisory for Teens and Adults		
LIB009 Readers Advisory for Youth		
LIB044 Volunteer Management		
LIB043 Volunteers at PLCMC		
LIB046 Working with Teens		

*Diversity Competency Development Training and Non-Violent Crisis Intervention are strongly recommended but not required for part-time staff.

Have questions about the program or courses?

Please contact the Learning & Development Coordinator at **704.416.0454** or by e-mail learning@plcmc.org.



Course Catalog

Required Courses

Required Course <i>related competency</i>	Course Description	Course Length	Recommended Completion Date	Course Delivery Method	Course Sponsor
New Employee Orientation LIB001 Customer Service, Ethics & Values, Knowledge of the Library	<p>For all new Library employees. Learn about the organization, values, mission & vision, leadership, team, functional areas, policies & procedures, resources, etc.</p> <p>After completing this course, you will be able to:</p> <ul style="list-style-type: none"> • State the vision and mission of the Charlotte Mecklenburg Library • Describe the organizational structure of the Library • Know where to look for information about benefits at the Library • Register for training • Cancel or reschedule training 	3 hrs	First week of employment (Current employees are encouraged to complete the new, self-paced online session)	Face-to-Face Beginning 1/1/2010 this will be offered online	Library
Library Safety & Security Orientation LIB035 (Knowledge of the Library, Safety & Security)	<p>The safety of library staff and the public is our number one priority at all times. In this self-paced online tutorial, you will learn the basic security policies and procedures of the Charlotte Mecklenburg Library.</p> <p>After completing this course, you will be able to:</p> <ul style="list-style-type: none"> • Identify where to find Library rules and regulations • Describe the procedure for handling a disruptive customer • Know how and when to enter a potential problem and incident report • Describe what to do if you lose your key and/or security badge • Know basic security procedures for entering, leaving, and occupying the library • Know how to call and/or page Security • Describe Code Adam/Amber procedures • Describe what to do in a medical emergency • Describe what to do when a fire alarm goes off • Describe what to do in severe weather • Describe what to do in a power outage • Describe what to do during a bomb threat 	TBD	First week of employment and annually thereafter	Beginning 1/1/2010 this will be offered online	Library

Required Course <i>related competency</i>	Course Description	Course Length	Recommended Completion Date	Course Delivery Method	Course Sponsor
<p>Non-Violent Crisis Intervention</p> <p>LIB017</p> <p>Communication, Customer Service, Safety & Security</p>	<p>Non-Violent Crisis Intervention is a highly interactive 2-day workshop that equips staff with techniques necessary to deal with aggressive customers in a safe manner.</p> <p>After completing this course, you will be able to:</p> <ul style="list-style-type: none"> • Illustrate how personal space affects the anxiety level of an individual. • Portray how body posture and motion affects the anxiety level of an individual. • Demonstrate how inappropriate staff reaction can cause an escalation in behavior • Provide the best possible care, welfare, safety, and security for individuals in our facilities • Understand the causes of fear • Learn how to make fear/anxiety work for you in a crisis situation. • Build confidence in your ability to keep yourself and others safe in a crisis situation. • Maintain professional attitudes during a crisis intervention by rational detaching. • Foster an awareness of the fact that how a verbal statement is delivered is equally, if not more important, than the actual words used. 	16 hrs	0-12 months of employment and must be recertified on an annual basis afterward	Face-to-face	Library
	<p>*This course is strongly recommended but not required for part-time staff.</p>				

Required Course <i>related competency</i>	Course Description	Course Length	Recommended Completion Date	Course Delivery Method	Course Sponsor
Customer Service LIB036 Communication, Customer Service	<p>Customer Service training at the Library will provide you with the skills and knowledge to be responsive and effective in addressing internal and external customer needs while understanding the impact of customer interactions on organizational success.</p> <p>After completing this course, you will be able to:</p> <ul style="list-style-type: none"> • Compare and contrast customer-focused service with staff-focused service • Explain why an internal customer request is as important as an external customer request • Employ interaction techniques to handle any request right the first time • List key phrases to adopt and avoid when dealing with customers • Describe techniques to diffuse the upset/complaining/angry customers • Operate using the concepts of team based customer service 	4 hrs	0-6 months of employment	Face-to-face	Library
Ethics Communication, Ethics & Values	<p>This course is currently being developed by Mecklenburg County to be implemented in fall 2009. More information will come as soon as we have the details.</p>	TBD	0-12 months of employment	Face-to-face	Mecklenburg County
Sexual Harassment LIB038 Communication	<p>Prevention is the best tool to eliminate sexual harassment in the workplace.</p> <p>After completing this course, you will be able to:</p> <ul style="list-style-type: none"> • Define sexual harassment • Recognize sexual harassment • Explain what your role as an employee is to stop sexual harassment • Explain what your responsibilities are as an employee regarding sexual harassment 	2 hrs	0-12 months of employment	Beginning in fall 2009 this will be offered online	Library

Required Course <i>related competency</i>	Course Description	Course Length	Recommended Completion Date	Course Delivery Method	Course Sponsor
Diversity Competency Development DIV101 Communication	<p>This is a required workshop for all County employees and provides hands-on experience where participants will learn how to better manage “cultural collisions” routinely encountered in a large organization. Highlights include:</p> <ul style="list-style-type: none"> • Awareness and assessment of one’s own values, experiences, and perceptions of others • Looking beyond obvious differences to find the similarities in people • Learning how to understand the viewpoints, norms and styles of others • Addressing culturally biased behaviors to resolve conflict, solve problems and increase performance • Recognize the positive value and productive contributions of people with different backgrounds and perspectives • Communicating effectively with people of different cultures, backgrounds and perspectives <p>To better understand the Diversity Management Plans for Mecklenburg County, visit <i>Diversity In Mecklenburg County</i> at http://www.charmeck.org and click on <i>Diversity Management Plan</i> on the left of the page.</p> <p>*This course is strongly recommended but not required for part-time staff.</p>	7 hrs	0-12 months of employment	Face-to-face	Mecklenburg County



Course Catalog

Supplemental Courses

Supplemental Course <i>related competency</i>	Course Description	Course Length	Recommended for	Course Delivery Method	Course Sponsor
Basics of Training Design LIB030 or M4R120 Communication, Learning & Personal Growth	<p>If you design training programs, this class can get you on the right track to an effective design of learning opportunities.</p> <p>After completing this course, you will be able to:</p> <ul style="list-style-type: none"> • Develop strategies which are learner-focused and incorporate effective training methods and styles • Define the characteristics of and importance of understanding the Adult Learner • Define the 80/20 rule, Pikes Law, Howells Levels of Competence and how they influence training design • Develop training objectives and desired outcomes • Practice using skills in developing training modules 	4 hrs	Recommended for staff who design public or staff training.	Face-to-face	Library or Mecklenburg County
Information Assistance LIB039 Communication, Customer Service, Information Retrieval	<p>Learn the basics of the reference interview and connecting customers to the information they need.</p> <p>By the end of the workshop, you will be able to:</p> <ul style="list-style-type: none"> • Demonstrate three models of reference behaviors • Name three strategies in conducting a reference transaction with a child • Give three tips on handling a reference interview with multiple patrons, an angry patron, an ESL patron, and/or a hearing impaired patron • Describe three criteria in evaluating a reference source 	2 hrs	Recommended for all staff.	Face-to-face	Library

Supplemental Course <i>related competency</i>	Course Description	Course Length	Recommended for	Course Delivery Method	Course Sponsor
Merchandising the Collection LIB040 Customer Service, Programming	<p>Merchandising the collection is essential to a customer-focused environment where materials are easy to find. In this session, you will learn to merchandise library materials in the branch so the displays help to circulate materials and can be replenished quickly.</p> <p>After completing this course, you will be able to:</p> <ul style="list-style-type: none"> • List the desired outcomes of well-merchandised collections in a library environment. • Describe how merchandising plays a role in enhancing the customer experience. • Describe the elements that make an effective display. • List the selection techniques for choosing materials for a display. • Describe the elements of effective signage. • Develop ideas for successful merchandising of collections in the library. 	2 hrs	Recommended for all staff who create displays. It is suggested that each location send at least one staff member to this course.	Face-to-face	Library
Presentation Skills M4R104 Communication, Learning & Personal Growth	<p>The #1 fear is public speaking! The best way to overcome this fear is by being prepared. This workshop will provide tips and tools to overcome fear the basics in how to prepare and deliver an effective presentation. This workshop is for those who are serious about improving their delivery skills. Participants will be given an opportunity to apply this information by making a short presentation on the second day of class. Polish your skills with the help of experienced public speaking coaches.</p> <p>After completing this course, you will be able to:</p> <ul style="list-style-type: none"> • Address the fears around speaking before others. • Develop a plan/script to use in preparing for your presentation. • Determine effective visual aids to use in a presentation. • Prepare for delivering an effective presentation. 	12 hrs	Recommended for all staff who give presentations or who would like to learn to give presentations.	Face-to-face	Library or Mecklenburg County

Supplemental Course <i>related competency</i>	Course Description	Course Length	Recommended for	Course Delivery Method	Course Sponsor
Programming for Teens LIB048 Customer Service, Programming	Learn how to plan, implement, and market programs in unique ways that are attractive and welcoming to teens. After completing this course, you will be able to: <ul style="list-style-type: none"> • Discuss why teen programming in the library is important • Identify elements needed in effective teen programming • Find unique program ideas • List strategies to get teens involved • Market programs effectively to teens 	2 hrs	All staff who work with teen programming or who want to learn about programming for teens.	Face-to-face	Library
(RA) Readers Advisory Basics LIB008 Communication, Customer Service, Information Retrieval, Reader's Advisory	Learn how to connect Library customers of any age with books using basic reader's advisory concepts. After completing this course, you will be able to: <ul style="list-style-type: none"> • Identify the elements of appeal or gateways into fiction • Conduct a reader's advisory interview • Discuss major genres and popular authors in adult, young adult, and children's fiction • Discuss at least two innovations in reader's advisory services 	2 hrs	Recommended for all new library experiences staff and other staff who want to learn or refresh their reader's advisory skills.	Face-to-Face Beginning 1/1/2010 this will be offered online	Library
(RA) Resources for Adults & YA LIB010 Communication, Customer Service, Information Retrieval, Reader's Advisory	In this follow-up session to Reader's Advisory Basics, you will learn the major electronic and print resources used for reader's advisory with teens and adults. After completing this course, you will be able to: <ul style="list-style-type: none"> • Select an appropriate resource to use in answering a reader's advisory question from an adult or young adult. • Complete a basic search in NovelList and at least two other online resources/databases to answer an adult and a young adult reader's advisory question. • Use at least two books or other written materials to provide reader's advisory to adults and young adults. 	2 hrs	Recommended for all new library experiences staff and other staff who want to learn or refresh their reader's advisory skills.	Face-to-Face Beginning 1/1/2010 this will be offered online	Library

Supplemental Course <i>related competency</i>	Course Description	Course Length	Recommended for	Course Delivery Method	Course Sponsor
<p>(RA) Resources for Children</p> <p>LIB009</p> <p>Communication, Customer Service, Information Retrieval, Reader's Advisory</p>	<p>In this follow-up session to Reader's Advisory Basics, you will learn the major electronic and print resources used for reader's advisory with children infants to age 12 and their caregivers.</p> <p>After completing this course, you will be able to:</p> <ul style="list-style-type: none"> • Select an appropriate resource to use in answering a reader's advisory question from a child or caregiver. • Complete a basic search in NovelList and at least two other online resources/database to answer a children's reader's advisory question. • Use at least two books or other written materials to answer a children's reader's advisory question. 	2 hrs	Recommended for all new library experiences staff and other staff who want to learn or refresh their reader's advisory skills.	Face-to-Face Beginning 1/1/2010 this will be offered online	Library
<p>Volunteer Management</p> <p>LIB044</p> <p>Communication, Knowledge of the Library, Learning & Personal Growth</p>	<p>Our vision is to create a model volunteer program for the Library. A successful volunteer effort will allow the Library to address needs and leverage library resources in ways that we cannot now imagine.</p> <p>After completing this course, you will be able to:</p> <ul style="list-style-type: none"> • Describe why we need volunteers and how volunteers help the Library • Describe the motivation and rights of volunteers • Describe the process of volunteer recruitment: advertising, back ground checks, extending an offer, training volunteers • List the communication ideals when working with volunteers • Address performance problems with a volunteer • Describe the boundaries of the employee/volunteer relationship 	2 hrs	Recommended for all staff who manage or supervise volunteers	Face-to-Face Beginning 1/1/2010 this will be offered online	Library

Supplemental Course <i>related competency</i>	Course Description	Course Length	Recommended for	Course Delivery Method	Course Sponsor
Volunteers at the Library LIB043 Communication, Knowledge of the Library, Learning & Personal Growth	<p>This training session is designed to help all staff members work successfully with volunteers. An effective volunteer program requires cooperation between staff and volunteers and a commitment from both to encourage and respect the contributions of the other.</p> <p>After completing this course, you will be able to:</p> <ul style="list-style-type: none"> • Identify ways to increase staff participation and effectiveness with the volunteer program • Describe the elements that make up a good volunteer experience • Explain the Library volunteer philosophy • Locate the staff volunteer handbook which will detail policies and procedures for working with and managing volunteers 	2 hrs	Recommended for all staff who work with volunteers or would like to find out how they can utilize volunteers in their department.	Face-to-Face Beginning 1/1/2010 this will be offered online	Library
Working with Teens LIB046 Communication, Customer Service, Programming	<p>This Ain't Your Mama's Library!: Creating a New Generation of Library Services for a New Generation of Library Users</p> <p>In this session, we will cover brain research and adolescent behavior, stages/milestones of adolescence, developmental needs of teens, 40 developmental assets, tying it all together to best serve teens</p> <p>After completing this course, you will be able to:</p> <ul style="list-style-type: none"> • Explain the connections between youth development and library services • Apply new information about adolescent brain development to serving young adults in libraries • Deliver quality reference services for young adults • Develop ideas for successful interactions with young adults in the library 	3 hrs	Recommended for all Library Experiences staff but especially those staff who interact with teens.	Face-to-face	Library

Strategic Outcome:

Become a preferred employer in our community and nationally among libraries.

Strategic Goal:

A dedicated and well-trained staff that reflects our diverse community.

PLCMC Strategic Plan
2009-2012



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