



Library Staff Training

St. Louis Regional Tech Expo –
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Introduction

Nick O'Neal, Director of Technology – Kirkwood Public Library

- Nearly 10 years at KPL, 9 as Tech Director
- My responsibilities include (but are not limited to)
 - Implementing and maintaining all technology related infrastructure and initiatives
 - **Training Staff** on using said technology



Training Overview



Staff training is an ongoing battle in libraries. With the pandemic, many are finding that they no longer do regular tasks. These skills are often lost if not performed regularly. Kirkwood Public Library has recently started to re-emphasize staff training

Training Models



By Request

Staff and departments are encouraged to seek out training should the need arise. Training is always offered when and where applicable.



At Meetings

KPL has a plethora of departments and committees and therefore conduct a lot of meetings. Training is offered and encouraged.



Software Solution

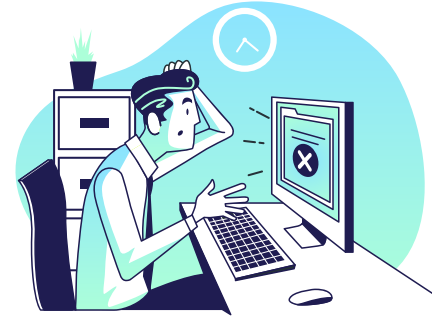
KPL implements a help desk solution called Freshdesk. This allows IT staff to build a knowledge bank for information and training.

THEN VS. NOW



Then

Prior to the pandemic more library staff were regularly performing a variety of tasks. The more they did them the more they retained the knowledge.



Now

During the pandemic fewer library staff have been doing fewer tasks. This has caused some to lose the knowledge and feel less comfortable assisting in those tasks.

STRATEGIC PLAN

Objective: Actively seek out ways to use and integrate technology into all levels of library operations to enhance patron engagement.

Tactic: Deliver necessary training and tools to provide staff with technology skills to empower them in their duties while assisting patrons.

Activity

Offer opportunities for staff to shadow with IT.

Activity

Create a list of staff skills for reference.



Activity

New staff receive tech training within first two months of employment.

Activity

Staff are regularly surveyed to determine training needs.

New Training Initiatives

Implemented within the last two years.



Recent Initiatives

- HR Management System (Bamboo)
 - Assign and track training for staff members
- Monthly Tips
 - Sent via Bamboo
 - Staff are given a task to complete
- Infosec IQ



INFOSEC IQ



Infosec IQ provides personalized security awareness and anti-phishing training to help you engage every employee, keep education relevant and deliver training automatically to those who need it most.

Features

- Import and organize users as well as SSO integration
- Test staff with Phishing campaigns
- Create and deploy training videos and assessment
- Reporting dashboard
- Available at a discounted rate to MOREnet libraries.

THANKS!

Do you have any questions?

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