

Beyond the Orientation Checklist: Documented Training for Improved Results

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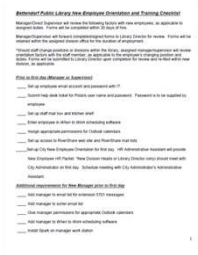
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Bettendorf Public Library

- Bettendorf, Iowa
- City population: 33,215
- Combined metro/micro population: 474,937
- Circulation: 575,709
- Staff: 46 total / 17 Circulation



The Orientation Checklist



The Orientation Checklist



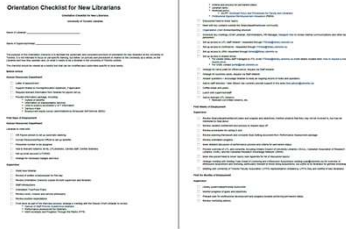
What are the issues?

- Scale
- Standardization
- Feedback
- Documentation

What to do?

Borrow from you guys!

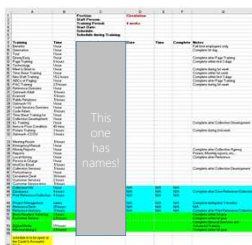
The Orientation Checklist



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The Orientation Checklist



What to do?

Borrow from some other guys!

Field Training Program

- Daily Observation Reports (DORs)
- Field Training Officer (FTO)
- Standard Evaluation Guidelines (SEGs)

Daily Observation Reports (DORs)

From the Indiana Marshals' Association's *Daily Observation Report (DOR) Completion Instructions* (2014):

"Each trainee's progress, as he or she proceeds through the training program, is recorded by means of written evaluations entitled...Daily Observation Reports (DORs). The evaluation process is as important as the training process. One without the other is unworkable and makes the learning process impossible.

DORs have many purposes, to include:

- Recording and documenting a trainee's progress,
- Informing the trainee of his or her performance level at a particular point in time,
- Identifying training needs,
- Documenting training,
- Providing important documentation for litigation purposes, and
- To chronicle the skill and efforts of the FTO."

Daily Observation Reports (DORs)

Field Training Associates

Daily Observation Reports (DORs)

A.T.O.M. – Association of Training Officers of Minnesota

Daily Observation Reports (DORs)

Durham Police Department

Standard Evaluation Guidelines (SEGs)

From the California Commission on Peace Officer Standards and Training, *POST Field Training Program Guide* (2014):

"The Standardized Evaluation Guidelines (SEGs) define the competency levels for all required performance categories and any agency-specific requirements. The SEGs are intended to provide a fair and uniform scoring method to assess each trainee's progress. It is through the use of these guidelines that the field training program achieves a recognized level of standard, competency, and credibility."

From the Maryland Department of Public Safety & Correctional Services, *Field Training and Evaluation Program Guide* (2016):

"SEGs are used to maintain the validity of the program (all trainees are evaluated on the same basis), maintain reliability, standardize the viewpoint of all the FTOs, and eliminate subjectivity and biases by the FTOs."

Standard Evaluation Guidelines (SEGs)

- WebJunction's Competency Index for the Library Field (2014)
- Orientation checklist
- Policies and procedures
- Employee handbook
- Evaluation documents
- Mission/values statements
- Your team

Training Program

- **Week 1:** Orientation Checklist!
- **Week 2:** Trainee shadows Trainer
- **Week 3:** Trainer shadows Trainee
- **Week 4:** Trainer partners Trainee
- Trainer spends 10-15 minutes completing DOR for each training shift
- Daily DOR review between Trainer and Trainee
- Weekly DOR review and goal-setting between Trainer, Trainee, and Supervisor

Questions?

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