

Staff Development Day

Presented By: Tina Snyder, Director
Hancock County Public Library
In Kentucky

A little about me & HCPL....



- I have 19 ½ years in LibraryLand, began as Children's Librarian in 2000, became Director in 2003 to present
- A Wife, a "bonus" mom to three adult children, my husband and I have a son who's a Junior at WKU, and I'm a "Mimi" to four awesome grands, plus I wear several other hats 😊



"Connecting our community"

Hawesville • Lewisport • Bookmobile

- Team of 12 who navigate our library ship.....7 Full Time, 5 Part Time
- Hours M, W, F 9am – 5pm, T, Th 9am – 7pm, Sat. 9am – 1pm
- Rural county of 8,794 people. Located on the Ohio River adjacent to southern Indiana.
- Cities of Hawesville, Lewisport, Reynolds Station
- Highly industrial and big farming community
- 2 elementary schools, 2 public preschools, 1 middle school, 1 high school, 3 church led preschools, several homeschool families
- 4 local restaurants, 1 fast food place, local newspaper, a great park with several ball fields/stocked lake/campgrounds/walking trail/beach house with rental opportunity



BOOKMOBILE

Hancock County Public Library Main Branch Built in 2011



10,000 sq. ft.

Lewisport Branch Library



1800 sq. ft.

New Lewisport Branch

To be finished in late 2020



What we'll cover....

- Who?
- Why?
- Where?
- How?
- What?



Who?

All of the staff at your library!

Why?

It's Worth It! Your staff is worth it!

Your community is worth it!



Need time to talk,
plan, discuss, & learn
together as a team
without interruptions!

Where?

- Your Library
 - At your library....get cozy. Don't meet in office spaces!
- Off Site Location
 - At a local park (in a shelter area, meeting area)
 - At a retreat location
 - State park
 - Local Bed & Breakfast
 - Meeting space
 - Friend's House
 - Cabin at the Lake in Fall



How?

- Plan ahead (ask board for permission to close)
- Ask staff what they want to have as focus areas
- Include your own focus areas
- Observe team and create your own list
- Organize agenda for the day (include some FUN!)
- Send agenda to staff ahead of time
- Go out for lunch or have it catered in!
- Have candy available all day! Especially chocolate 😊





HCPL Staff Development Day Agenda

Wednesday, September 21, 2016

8:00am - 8:10am---Icebreaker

8:10am – 8:20am---Staff lists & questions

Break

8:30am - 11:30am----Trainer here
(Bill Waltrip: Professionalism, Customer Service, & Efficiency)

11:30am -12:15pm---Catered Lunch on site.

12:15pm -1:15pm---Staff lists & questions

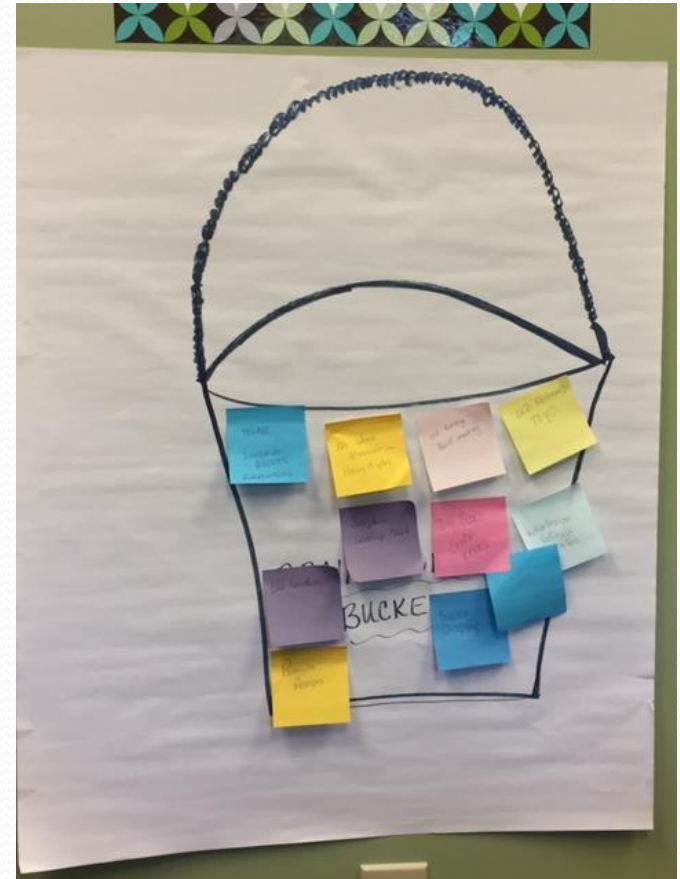
Break

1:30pm - 3:30pm---Trainer here (Conundrum Escape Game)

3:30pm - 4:00pm---wrap up

What?

- Start with an Ice Breaker
 - Brown Bag
 - “About Me” Poster
 - Sharing your Skittles®
- Get the ideas flowing...
 - How do our customers/patrons “C” us?
 - Value statements
 - FOCUS
 - Bulletin Board / Display ideas
 - Brainstorm Bucket
 - Cross Training in needed areas
- Lunch –Catered in or Go out
 - (Friends of Library treat)



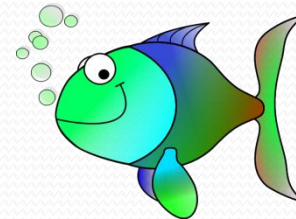
- Afternoon Energizer
 - Scavenger Hunt----SUPER FUN!!
 - Beach Ball Toss
 - Did You Know?
 - Bingo /Jingo/Library Wheel of Fortune
- Wrap Up
 - Post it Bonanza
 - Any last thoughts / ideas / issues
 - *“I have choices in every interaction. I am a valuable human being. I am making someone’s life better through the work I am doing. I can spread contagious enthusiasm. Always remember the human level in every interaction. Look for the blessings. I can make a positive difference every day!!”*
- End with a Warm Fuzzy
 - Inspirational Video or Meme
 - Sharing time among staff
 - Thank each person for attending and participating!

More “What”

- Use online webinars through your state library
- Incorporate group activities
- Look up “library staff development” resources
 - www.webjunction.org (various training topics)
 - www.ala.org (various training topics)
 - www.infopeople.com (various training topics)
 - <https://nnlm.gov/training> (health related resources training)

- Explore new topics
- Select an outside trainer or facilitate it yourself
 - www.toddarwood.com Todd Arwood
 - Bill Waltrip with Leadership Strategies Group (KY)
 - <http://www.conundrumworkshop.com> (Escape game/activity in KY)
- Use local talent
 - Extension Office / Conservation Office
 - Law Enforcement
 - Emergency Management personnel
 - Library Attorney
 - Special Abilities Educators / Liaisons

- Professionalism, Customer Service, & Efficiency
- PR / Advertising idea / Partner up
- How do we want our patrons to “C” us?
- Computer Troubleshooting with the I.T. guy
- Value statements—23 things (We vs Patron)
- Facebook Frenzy
- Program Palooza
- Scavenger Hunt
- Staff 4-1-1
- Patron Scenarios
- FISH Philosophy



Warm & Fuzzy.....

- **FOR YOU!**

A Journey To Joy

- Keep your promises
- Show cheerfulness even when you don't feel it
- Remember that overnight success usually takes 15 years
- Leave everything better than you found it
- Remember that winners do what losers don't want to do
- Compliment three people every day
- Watch a sunrise
- Be the first to say "Hello"
- Live beneath your means
- Treat everyone as you want to be treated
- Never give up on anybody; miracles happen
- When you arrive at your job in the morning, let the first thing you say brighten every one's day
- Don't rain on other people's parades
- Don't waste an opportunity to tell someone you love them
- Keep some things to yourself and don't promote havoc by hurting people you love
- When you arrive at your job in the morning, let the first thing you say brighten every one's day
- Don't rain on other people's parades
- Don't waste an opportunity to tell someone you love them
- Keep some things to yourself and don't promote havoc by hurting people you love
- Used with permission from Bill Waltrip, Leadership Strategies Group

Feedback from Team

- “Yes, a full day is beneficial. It breaks up your everyday routine and we get a lot accomplished. I did not like the archived webinar, I will be honest, I just about feel asleep. I like the scavenger hunt.” **Kelley**
- “I've only attended a couple Staff Developments, but I thought reflecting on our strengths and weaknesses was a good idea. I like being able to build each other up. Sometimes we focus on the bad, and I liked being able to reflect in constructive and helpful ways.” **Emily**
- “the "writing paragraphs" activity after the online webinars made me feel like I was in high school.” **Patrick**
- “Normally, I wouldn't choose something that was a lecture type exercise, but Bill Waltrip's self evaluation was very helpful to me. It made me look at how and why I do things at work each day. It also helped me see that I had become comfortable in some things without even realizing it.” **Sherry**
- “I think what didn't work was when we watched/listened to online webinars. About 1 of those a day is all I can take, especially if their voice has the same tone during the class....puts me to sleep.” **Tammy**
- “It's good to have trainings in the morning and team building in the afternoon when our brains are tired and our bodies are sleepy.” **Kendra**
- “I feel 1/2 day sessions are more beneficial than full a full day because people just get blurry eyed from listening to a presenter for a full day.” **Lana**

Questions?

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