

Professional development opportunities for support staff
Brainstorming session

1. List the strengths of support staff in your library (and beyond.)

dedicated	more knowledgeable due to lack of professional in house
punctual	backbone of organization
reliable	share a lot of knowledge about many areas of the library
creative	
professional	
service oriented	customer service/ service oriented
multi-taskers	public-relations
passionate about job/ love library	support community –integral part of library and community
enthusiasm	people skills
caring	know culture and history
preparation	knowledge of population
assistance	frontline to patrons
self-motivated	good rapport with patrons
patient	
easy going	
flexible	exceptional and diverse talents
positive attitude	various backgrounds
decisive	children's programming
friendly	technically knowledgeable
approachable	cross-trained
sense of humor	trainers on procedures
helpfulness	communication skills
experienced	critical thinking skills
keeping current	organizational skills and training
	practical applications
life long learner	databases/research
team players	spot and know where problems are in the work product or work flow
listen to the patrons	awareness/knowledge of the collection
go beyond the call of duty	knowledge of available materials, periodicals, etc
“all-knowing”/”do it all”	
always there	
follow instructions	
believe in your position	
knowledge and willingness to learn	

2. What areas do you see gaps/ what would you like to see at a conference for support staff?

Gaps

duty time spent away from library
not enough clerical time
no opportunity to learn more on
our “area” of expertise
pay (increase)

General needs

para-professionals at the podium!
hands-on learning
interactive learning
cross training
technology – in depth and hands-on
face-to-face training at all levels
small workshops comparable to types at
national conferences
more support staff sessions
central location for more attendance
recognition
networking

Panel/Presentation style

work place etiquette
career path development
performance appraising
education other employees about
librarians job
time management
conflict resolution
dealing with problem patrons
customer service
technology – latest trends
certification advice/ info for
paraprofessionals
promotion opportunities
where to look for training programs and
awards
prevent being overused
library trends
future of library patrons
stress and burn out

Staff training

staff wide training
management/supervisor training
organization/community training
administrative support
language development – terminology
safety – emergency issues

Hands on workshop

report writing
statistics
cataloging
weeding
book repair
children’s literature/ resources and
promotionals

Technology Workshop

basic computer training
basic internet training
using email
technology training –specific classes,
functional areas
OCLC Connection software
more on up and coming technology and
how it works

Discussion/ RT style

sharing sessions – user groups (ie.
cataloging) share how they do it
sharing ideas from different libraries –
pueblo libraries, academic,
school, etc
what’s going on in your library

3. How would YOU promote and support a conference for support staff?

Volunteer!

Attend it!

Present a session

Encourage staff

Make it affordable

Volunteer to cover duties so staff can

act as conference committee volunteer

deal with local arrangements

contact others who have already put on a conference

visiting/ touring libraries (set up)

educate others about why it's needed

contact other libraries to see if interested

needs assessment to determine what to offer

group effort

sharing expenses

Sell it to the director

Ask director to talk to other library

directors

find location

attention getter -gimmick/design

holding a drawing

outreach to possible presenters

promote in your library

advertise

email everyone

posters

fliers

layout bulletin

visuals (photos or video) of library

newspaper ads – radio

PSA

posting

4. In what ways would you like to see the libraries help promote /support a conference for support staff?

Director buy-in!

Recognize the need

Allow attendance

Professional leave/ release time (paid)

budget to cover attendance

recognition of attendance

training credit

(regional conference)

(mini-conference in Portales area)

host a conference

provide meeting rooms

provide meals

provide access to computer labs

being supportive with resources,

funding, whatever

printing costs

in-kind materials

advertise on web space

share costs such as for a speaker

help with publicity

some librarians could provide technical

training

provide staff to run the library during

conference

stress management