

SERVICE DELIVERY

REFRESHER 2018-2020

Tasks	Skills Needed	Band level	Training Needed	Trainer	Outcomes	Time Scale	Notes
Issue and Enquiry Desk	Communication	All	http://bit.ly/IYfoYI Litmosheroes Courses	Self Help	Identify key factor for each video and report at a staff meeting	By March 2019	
	Flexibility	All	http://bit.ly/IYi3l8 Litmosheroes Courses	Self Help	Identify key factor for each video and report at a staff meeting	By March 2019	
	Listening	All	http://bit.ly/IQUUX1 Litmosheroes Courses	Self Help	Identify key factor for each video and report at a staff meeting	By March 2019	
	Dealing with enquiries	All	http://bit.ly/IL5Wa1 Litmosheroes Courses	Self Help	Identify key factor for each video and report at a staff meeting	By March 2019	

Printing and photocopying	Support users in setting up their printing accounts and be able to troubleshoot printers and Wi-Fi	All	Staff meeting.	TC. AF	Will have Confident of use	Dec 2019	
Accessibility Provision	Be aware of the provision library offers to disabled users.	All	Self help. Library website.	N/A	Will have Confident of use.	Dec 2019	