

## NEW STAFF CRITICAL SKILLS TRAINING 2018/20

Tasks	Skills Needed	Band level	Type of training	Trainer	Outcomes	Time Scale	Notes
<b>Managing and Organising Information</b>							
<b>Cataloguing</b>	Basic cataloguing skills for new staff.	All	Part of New staff induction	AH	Will be Confident of use	N/A	New Staff Induction
<b>Processing</b>	Security tagging Stamping Barcoding Spine Labelling for new staff	All	Part of New staff induction only.	MZ	Will be Confident of use	N/A	New Staff Induction

<b>Exploiting our Resources</b>							
<b>What is Social Media?</b>	Be able to understand what social media is and how it can enhance our library service.	All	Self-learning	AF	Will be Confident of use	N/A	New Staff Induction
<b>Pinterest - Current awareness Alerts</b>	Create a Pinterest Board of your choosing.	ALL	Self-learning <a href="#">Pinterest</a>	AD/LD	Will be Confident of use Band 4+ to create a board of their choice. Demonstrate at a Staff Meeting	N/A	New Staff Induction
<b>Endnote</b>	Help users create and update their Endnote account. Using Endnote	All	Self-learning <a href="#">Endnote</a> <a href="#">I'skills</a> <a href="#">Training</a>	AG, HO	Will be Confident of use	N/A	New staff Induction

<b>Website</b>	Know what is on the Library website and how to find information.	All	Self-learning <a href="#">Library website</a>	N/A	Will be Confident of use	N/A	New staff Induction
<b>Copyright Awareness</b>	Knowledge of the Trust's copyright licences - HE and NHS	All	<a href="#">Self-Learning Website</a> <a href="#">Moodle</a>	N/A	Will be confident of use	N/A	New Staff Induction
<b>E- Books</b>	Know the various sources that the Library uses for the E-Book Collections and be able to show uses how to access each of the collections.	All	Self-learning <a href="#">E-Books Help</a>	HO	Will be Confident of use	N/A	New Staff Induction

<b>Databases</b>	Know about the databases we subscribe to, who hosts them and their content.	All	Self-Learning <a href="#">Electronic databases</a>	HO	Will be Confident of use	N/A	New staff Induction
	How to do a basic search on Discovery	All	Self-learning <a href="#">Discovery</a>	AG	Will be Confident of use	N/A	New staff Induction
	How to do a more advanced search using the thesaurus	All	Self-learning <a href="#">Literature searching</a>	AG	Will be Confident of use	N/A	New staff Induction
	Making use of folders and RSS feeds.	All	Self-learning <a href="#">Folders and feeds</a>	AG	Will be Confident of use	N/A	New staff Induction

<b>Reading lists</b>	Able to show Users how to download and link to their readings.	All	Self-learning	HO	Will be Confident of use	N/A	New staff Induction
<b>Shibboleth</b>	Be able to set up a Shibboleth account and explain the use of shibboleth to users	All	Self-learn. <a href="#">Shibboleth</a>	HO	Will be Confident of use	N/A	New staff Induction

<b>Opac/Opac Upgrade</b>	General training on the OPAC. Know how to place holds, renew items, know what is available in a user's account	All	Self-learning	HO	Will be Confident of use	N/A	New staff Induction
<b>Know how to use MyTap</b>	See how the library links to MyTap and how we make use of it in the Library	All	Self-Learning	AF and LS	Will be very confident to make use of MyTap when needed	N/A	New Staff Induction
<b>Twitter</b>	Be able to select items to tweet selectively from BBC Mental Health News and other alerts that staff have set up.	Band 4+	Self-learning	AF, AG	Will be Confident of use	N/A	New staff Induction

Service Delivery							
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Issue and Enquiry Desk			Self-learning Watch videos. New	N/A	Will be Confident <a href="https://litmosheroes.com/courses/">https://litmosheroes.com/courses/</a> of use	N/A	New Staff Induction Identify key factor for each video and report at a line management meeting
	Communication	All	<a href="http://bit.ly/IYfoYI">http://bit.ly/IYfoYI</a>  <a href="#">Litmos Heroes Courses</a>			N/A	New Staff Induction
	Listening	All	<a href="http://bit.ly/IQuux1">http://bit.ly/IQuux1</a>  <a href="#">Litmosheroes Courses</a>		Ditto	N/A	New Staff Induction
	Flexibility	All	<a href="http://bit.ly/IYi3l8">http://bit.ly/IYi3l8</a>  <a href="#">Litmosheroes Courses</a>		Ditto	N/A	New Staff Induction
Dealing with enquiries	Dealing with enquiries	ALL	<a href="http://bit.ly/IL5Wa1">http://bit.ly/IL5Wa1</a>		Ditto	N/A	New Staff Induction

			<a href="#">Litmosheroes Courses</a>				
<b>Be aware of the provision library offers to disabled users.</b>	Be aware of the provision library offers to disabled users.	All	Self-learning <a href="#">Disabled users</a>	N/A	Will be Confident of use	N/A	New staff Induction



<b>Printing and photocopying</b>	Support users in setting up their printing accounts and be able to troubleshoot printers and Wi-fi	All	<a href="#">Printing in the Library</a>	TC	Will be Confident of use	N/A	New Staff Induction