

POS Element 4 – CONTINUING EDUCATION AND TRAINING

GOAL	INTENDED RESULTS	EVALUATION	ACTIVITIES
Administrators, directors & trustees develop leadership skills.	<p>Target groups participate in training on one or more identified topic.</p> <p>Library leaders acquire essential knowledge that improves their performance.</p>	<p>Evaluation forms for each training.</p> <p>Survey of stakeholder groups (advisory councils, branch managers, Onondaga County Suburban Library Directors).</p>	<p>Identify essential leadership skills, such as NYS Library Law, legal Personnel issues, media relations, etc.</p> <p>Training needs are identified &amp; prioritized through surveys of target group.</p>
Staff provides excellent customer service.	<p>Uniform understanding of customer service model among staff.</p> <p>Library users benefit from uniform application of customer service model principles &amp; practices.</p>	<p>Evaluation forms for training.</p> <p>Staff performance evaluations.</p>	<p>Revision of OCPL Customer Service policy &amp; procedures.</p> <p>Development of Customer Service training model &amp; materials.</p> <p>Customer service is focus of Staff Development Day.</p> <p>Annual award to employee for improved customer service idea.</p> <p>Training model &amp; materials available to all libraries on request.</p>
Staff integrates principles of intellectual freedom in provision of library service.	<p>Library users benefit from environment that respects their privacy &amp; intellectual freedom.</p>	<p>Evaluation forms for training.</p> <p>Staff performance evaluations.</p>	<p>Development of Intellectual Freedom training model and materials.</p> <p>Training model and materials available to all libraries on request.</p>
Increased awareness, understanding & adoption of library best practices & trends.	<p>Staff &amp; trustees learn about national trends &amp; issues from library experts.</p>	<p>Program evaluation forms.</p>	<p>Library experts present annual programs on timely &amp; important topics.</p>