

Information Needs for Onboarding at North Central Regional Library

Training Librarians

Administrators at North Central Regional Library would like to create a new onboarding program, but first they must learn more about the information needs of their employees. What skills and information do librarians and NCRL staff need to succeed in their work? I sought an answer to this question.

Speaking to Librarians & Staff

To discover what skills and information NCRL employees need to succeed in their work, I interviewed several NCRL employees who had been hired within the past few years. I also conducted a literature review to add depth to the interview data, surveying the existing research on job training and onboarding.

A Better Onboarding Experience

By talking to NCRL employees about their job training and work experiences, I learned a great deal about their information needs. Not only did I learn what they needed to know, but when they needed to know it. I also learned which skills they needed help learning, and which skills they could learn on their own.

Skills & Information

KOHA • Fast Cataloging

Integrated Library Systems

Expired Holds • Refund Requests

Policies & Procedures

Putting Items on Hold • Checking Items In

Summer Reading Program • Pulling Holds

Purchase Suggestions • Accepting Payments

Next Steps

By knowing the information needs of their employees, North Central Regional Library can design better training programs in the future and create an evidence-based onboarding program. In turn, their communities will be better served by having better-trained staff and librarians.