

Action Planning
Vanderbilt University
01/14/2002

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Vanderbilt University Staff

Library Resource Services (21916)

Item 37: I am satisfied with the ongoing training for my present job.

Last Modified: 12/15/2001

Define the Issue:	RS staff do not feel that they and others get the training they need both for their jobs and for self-improvement and enhanced communication		
Our Goal:	Identify ways in which RS can improve internal training and contribute to training in the broader library organization; improve training.		
Overall Measure of Success:	Higher scores on next satisfaction survey in these areas.		
Plan Type:	Work Unit	Projected Completion Date:	12/31/2003

Action Steps					
No.	Steps	Person(s) Responsible	Measure of Success	"Complete By" Date	Actual Date Completed
1	The RS Management Team will create an RS staff development policy statement by May 1, 2002.	AUL and RS Management Team	Plan proposed and approved at Management Team meeting	05/01/02	
2	The RS Management Team will identify training sessions that might be developed by RS staff that can be offered to divisional staff. Attention will be paid to the need for staff time and resources for such development.	RS Management Team	Sessions identified and responsibility assigned	08/01/02	
3	All teams are instructed to place all documentation on the web. Decisions should be documented and included in web pages	RS Management Team	Directive issued	01/08/02	
4	RS will create training and/or knowledge checklists for staff at several levels: Teams will develop such checklists for basic functional skills. The Management Team will create such checklists for cross-functional knowledge and training.	RS Management Team and Team Leaders	Checklists developed	09/02/02	
5	RS will recommend to LITS, SDC and TTC that a technology skills checklist be developed. RS will suggest that an email etiquette statement be developed, maybe with the additional assistance from the informal Technology Advisory Group (TAG).	AUL	Proposal delivered	01/08/02	

Notes/Comments
None