

## **Metro Library Short Term Learning & Development Plan\***

May 2017 - December 2017

### **All Staff**

Understanding and Embracing Change	May-September 2017
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### **All Member Services Staff**

Customer Service: M.E.T.R.O. Way 1	May-June 2017
Customer Service: M.E.T.R.O. Way 2	September-October 2017

### **Access Specialist I**

CarlX Training: Focus on Circulation	May-June 2017
Technology Basics: Assisting Members with Self-Help Technology	May-June 2017
Point of Sale Training	June-August 2017
Weeding 101 Training	June-August 2017
Collection HQ Training	August-October 2017
Electronic Resources: Basic Training	August-October 2017
Introduction to Merchandising	September -October 2017

### **Access Specialist II**

CarlX Training: Focus on Circulation	May-June 2017
Technology Basics: Assisting Members with Self-Help Technology	May-June 2017
Weeding 101 Training	June-August 2017
Collection HQ Training	August-October 2017
Electronic Resources: Basic Training	August-October 2017
Introduction to Merchandising	September -October 2017

\*This is a work in progress. We will continue to update as needed based on organizational need and priorities.

**Engagement Specialist I**

Engaging with the Community	September-October 2017
Planning and Implementing Programs	September-October 2017
Electronic Resources: Advanced Training	September-October 2017

**Engagement Specialist II/Librarian**

Technology Basics: Providing Computer Help 101	June-September 2017
Engaging with the Community	September-October 2017
Planning and Implementing Programs	September-October 2017
Electronic Resources: Advanced Training	September-October 2017
Merchandising and Marketing	November-December 2017

**New Managers/Supervisors**

Using Intacct Financial Management Software	June-August 2017
Supervisor Training Program	Fall 2017

**All Managers/Supervisors**

Leading Change	June-August 2017
Scheduling to Meet Business Needs	September -October 2017

Revised 4/27/17

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