The effect of library staff training and development on the user experience: a case study at the Cape Peninsula University of Technology (CPUT)

Janine Lockhart & Sulaiman Majal
Content

- An overview of skills development in SA
- Demographics of CPUT
- Policies, guidelines and procedures
- Training plan development process
- Collaborations and partnerships
- Impact on user experience
- Return on investment strategies
- Conclusion
An overview of skills development in South Africa

- History of unequal educational development
- Government’s growth targets to enskill country

- SAQA Act 1995
- Skills Dev Act 1998
- Skills Dev Levy Act 1999
- SAQA
- NQF
- SETAs
Faculties: 6
- Applied Sciences, Business, Education & Social Sciences, Engineering, Health & Wellness Sciences, Informatics and Design

Campuses: 10

Physical Libraries: 10
- Permanent Library staff: 93
- Contract staff: 12

Student enrolments: 34 000
Policies, guidelines & procedures

**Policies**
- External
  - Staff, Education, Training & Development
  - External Studies
  - Induction

**Guidelines**
- Internal
  - Training & Development

**Procedures**
- Internal
  - Conference attendance
Training plan development process

PMC planning
- Staff Member & Line Manager
- Important resources:
  - Special skills plan
  - Generic HR Prospectus
  - Library specific skills

Training & development needs
- All training & development needs are send to the Training Librarian

Training plan development
- Capture all needs
- Identify training providers (internal or external)
- Budget

Implementation
- Training interventions
- Evaluation
- ROI (return on investment) strategies
- Statistics
Training plan development process

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Collaboration and partnerships

- CPUT HR Learning & Development Department
  - Budget
  - Training Librarian on SDC
- Cape Higher Education Consortium (CHEC)
  - Management Development Programme
- Cape Library Co-operative (CALICO)
  - Provides expertise and training on ALEPH
- Library Information Association of South Africa (LIASA)
  - Various workshops, seminars and annual conference
Impact on user experience

Accredited Train the trainer program for librarians teaching IL

 Teach IL to thousands of students annually

 Improvement in teaching standards & methodologies
Feedback from students

“I wasn’t lost I usually am, but I got the perfect guidance”

“Clearly explained”

“Went the extra-mile for students”

“Well prepared”

“Very helpful explanations”

“Well spoken and presented”
Impact on user experience (cont.)

Staff Development Day

Theme 2010: “Client Services”
Visit to Eskom to observe dealing with large groups while sharing information
Shopping mall and staff doing regular shopping
Staff to complete client service questionnaire
  Rate physical layout and appearance of shop
  Was product/service they required available
  Rate service you received from shop assistant
  How did it make them feel

Staff to reflect on experience and implement in library environment
Return on Investment (ROI)

- Large budgets are spent on training & development
- “What is our ROI?”
- Librarians who did the accredited Train the Trainer programme facilitate training to other library staff in their areas of expertise
- Staff attending conferences to submit report two weeks after conference OR
- Staff to submit two ideas that could be implemented
Conclusion

“An academic library’s single most valuable resource is its workforce. Without educated, well-trained, and motivated librarians and library staff, an academic library program is ill-prepared to meet the needs of its clientele or the challenges that face institutions of higher education.”

(Connor 2009)

Thank you

Janine Lockhart  lockhartj@cput.ac.za  Sulaiman Majal  majals@cput.ac.za
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>CALICO</td>
<td>Cape Library Co-operative</td>
</tr>
<tr>
<td>CHEC</td>
<td>Cape Higher Education Consortium</td>
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<tr>
<td>CPUT</td>
<td>Cape Peninsula University of Technology</td>
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<td>IL</td>
<td>Information Literacy</td>
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