Staff Development at the American University of Sharjah Library

To fulfill the AUS Library mission, librarians help staff develop the skills necessary to provide exemplary customer service to the AUS academic community.

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Core Competencies for AUS Library Staff
- **Shelve** a book correctly
- **Identify** basic bibliographic elements
- **Identify** main features of the discovery tool
- **Search** by author, title, and keyword
- **Identify** subject headings
- **Know** the difference between searching for a serial and a book

Future Opportunities
- Review program and core competencies
- Instill the value of core competencies
- Create individual staff training records
- Encourage practice of lessons learned
- Follow-up with individuals for additional training
- Develop 5 minute informal staff-led sessions
- Develop a staff development Libguide

Feedback and assessment
- Staff reflective statements
- Online quiz via Blackboard to test competencies
- Minute paper
- Supervisor and staff feedback
- Facilitator feedback

Challenges
- Limited class time availability due to varied schedules
- Staff turnover makes it difficult to build on core competencies
- Increased student enrollment has kept us busy
- Varying skills and motivation
- Staff jobs do not specifically require use of what is being taught (e.g. Millennium vs. Summon)

Lessons Learned
- Active learning components engage staff
- ‘Need to know training’ vs. ‘nice to know development’
- Peer-led sessions and role playing activities are well received among staff
- Staff are competitive, yet enjoy the camaraderie

Planning and delivery of sessions
- Prioritize goals and learning objectives
- Plan delivery method of class content
- Face to face session with library staff
- Staff attendance in IL class highlights student research needs
- Debrief and provide feedback

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