

Staff Assessment/Analysis Worksheet

	<p>General Staff Statistics <i>Assessment</i></p> <p>Total FTE Librarians</p> <p>Full-Time Librarians</p> <p>Part-Time Librarians</p> <p>Total FTE Paraprofessionals</p> <p>Full-Time Paraprofessionals</p> <p>Part-Time Paraprofessionals</p> <p>Maximum number of staff working at any one time (typical scenario)</p> <p>Projected staff growth over next 5 years (%)</p> <div style="text-align: right;"> <p>Librarians</p> <p>Paraprofessionals</p> </div>
	<p>General Staff Statistics <i>Analysis</i></p> <p>Will the projected growth in staff be adequately handled by current infrastructure?</p> <p>Is the current allocation of technology-related space capable of handling the projected staff growth?</p>

Staff	<p>Staff Hardware and Equipment <i>Assessment</i></p> <p>The current number of computers allocated for staff use</p>
Printers and Copiers	<p>Number of staff-only printers</p> <p>Average number of pages printed by staff-only printers per month</p> <p>Average monthly duty cycle of staff printers</p> <p>Number of staff-only copiers</p> <p>Average number of copies per month</p> <p>Average monthly duty cycle of staff copiers</p>
Staff	<p>Staff Hardware and Equipment <i>Analysis</i></p> <p>Is the current number of staff computers adequate to meet current needs?</p> <p>As staff grows, what platforms are the best option to meet future needs?</p> <p>What staff computers need upgrade/replacement in the next 2 years?</p> <p>What other staff technology equipment needs upgrade/replacement in the next 2 years?</p>
Printers and Copiers	<p>Is the current number of printers/copiers available for staff use adequate?</p> <p>What printer/copier options for staff would best meet both current and future needs?</p>

Staff Assessment/Analysis Worksheet (Cont.)

Software *Assessment*

Number of staff workstations running obsolete or near-obsolete operating systems

Number of staff workstations with no or obsolete "antivirus" or "pest control" software

Software *Analysis*

What staff workstations need software upgrades to eliminate obsolescence for the next year?

What staff workstations need installation or upgrades to "antivirus" and "pest control" software?

General Staff Technology Proficiency *Assessment*

What is the general state of technology "knowledge" of staff?

Rate: Great, Acceptable, Needs Improvement

Do the least "tech-savvy" staff have basic computer skills to effectively do their jobs?

Rate: Great, Acceptable, Needs Improvement

Are staff expected to assist patrons with computer and technology-related issues?

Are there any staff that don't have basic computer skills?

Do most of the staff take advantage of training opportunities to upgrade their technology skills?

Other:

Librarians

Paraprofessionals

Librarians

Paraprofessionals

Librarians

Paraprofessionals

General Staff Technology Proficiency *Analysis*

What training programs and plans are indicated by the assessment (see also next section)?

Consider both technology team assessment and the staff self-assessment information.

What job responsibility shifts might be indicated by the assessment?

(For example, who might be shifted to a technology-related job based on previously unknown computer proficiency?)

Staff Training Programs *Assessment*

What programs are in place to train staff in general Internet usage, searching, evaluation, etc.?

List:

What programs are in place to train staff in general software use?

List:

What programs are in place to train staff in database and Internet use?

List:

What programs are in place to train staff on technology maintenance and basic repair issues?

List:

What programs are in place to help staff improve their customer service skills?

List:

Are technology programs marketed to staff to encourage their participation?

Other:

Staff Training Programs *Analysis*

Analyze existing programs for overlap and consolidation options.

What programs should be added to address staff weakness (highlighted by the staff assessment)?

What improvements in marketing and communication of staff programs could be made to improve participation?

Staff Assessment/Analysis Worksheet (Cont.)

Technology and Customer Service *Assessment*

Is the general attitude of staff toward patrons positive?

Librarians

Paraprofessionals

Are staff eager to assist patrons with technology questions unrelated to the library?

Librarians

Paraprofessionals

Are staff eager to assist patrons with technology-related questions?

Librarians

Paraprofessionals

Do staff look to technology to assist in serving customers and solving service issues?

Do most staff take advantage of training opportunities to upgrade their customer service skills?

Technology and Customer Service *Analysis*

What kinds of initiatives or training programs might help improve staff customer service skills?

What process automation options might assist in improving customer service within the library?

(For example, self-service options that save time for those who want the option and reduce lines for those who don't.)

What initiatives might be undertaken to increase communication between the technology department and other library staff?

Technology Policy *Assessment/Analysis*

Do all staff have access to the same software?

Are there staff policies in place regarding Internet use, personal computer use, e-mail, etc.? What are they?

Are they effective? What revisions might be warranted?

Are there procedures in place for handling technology problems, emergencies, etc.? What are they?

Are staff computers filtered?

If so, are there options for turning off filters?

Are staff familiar with technology-related policies that are in place for the public (Internet use, computer use, etc.)?

If not, what actions can be taken to educate/inform them?

Are copies of public policies readily available for staff to refer to, distribute, etc.?