

Ten Lessons for New Professional Librarians and Those That Train Them

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First Day on the Job

Stay Cool

What will be discussed today

- How to be a horrible library professional
- 10 lessons containing everything I know now that I wished I knew when I was new professional
 - Action steps for training new professionals
 - Action steps for new professionals
- Suggested Readings

How can I be a horrible library professional?

- Be consistently late to work and meetings
- Assume you already know how to do things best
- Only communicate with others in the way that is best for you
- Never take responsibility for your own mistakes
- Force immediate rapid changes before building trust in your work community
- Never listen to instruction from others
- Hold others to standards they can observe you not following yourself

Lesson #1

- In which meetings you can, and more importantly, in which meetings you cannot eat the food



Lesson #1

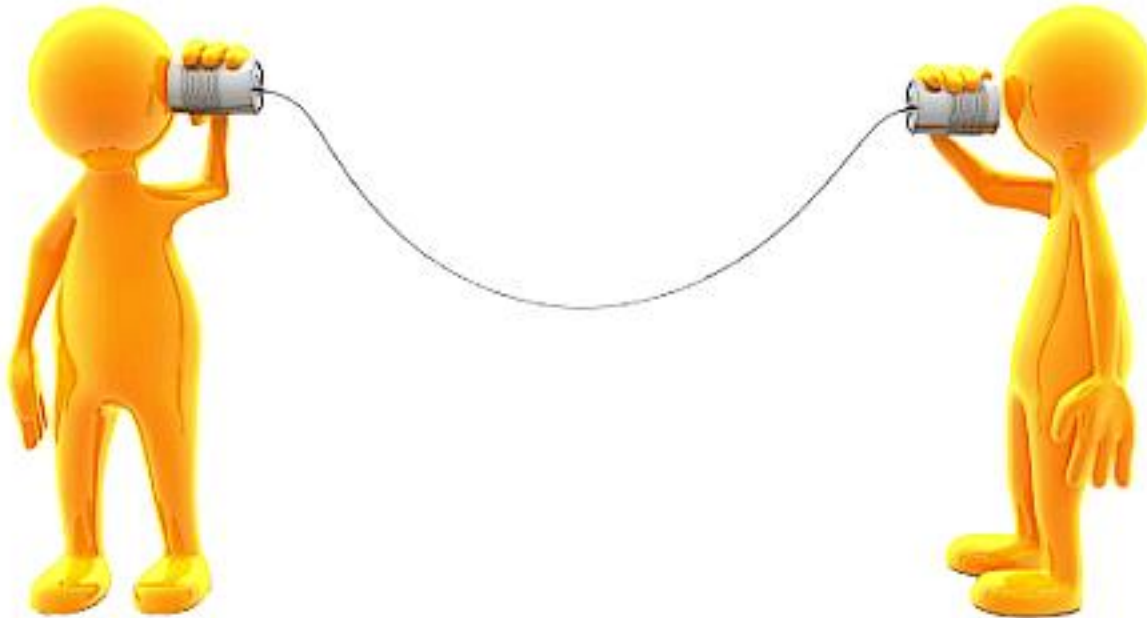
- In which meetings you can, and more importantly, in which meetings you cannot eat the food
 - When a person is new to an organization they need to know all of the little things that everyone else already knows
 - Unwritten policies
 - Practices found only in emails
 - Common knowledge and expectations

Lesson #1 In Action

- **Trainer:**
 - Write down the unwritten policies
 - Collect the practices only found in emails
 - Share the common knowledge and expectations
- **New professional:**
 - Ask those training you about any unwritten practices and about your employer's expectations
 - If everyone else seems to know what is going on, don't just play along - ask

Lesson #2

- Communication is key



Lesson #2

- Communication is key
 - Find appropriate ways to communicate with your staff, peers, and boss
 - Communication richness
 - Text<Chat<Email<Phone<Skype<In Person
 - One management team with one voice

Lesson #2 In Action

- Trainer
 - Give communication guidance
 - When to email, when to call, when to talk in person
- New professional
 - Do not assume you already know the best way to do something

Lesson #3

- Mix in experiential learning opportunities



Lesson #3

- Mix in experiential learning opportunities
 - Telling
 - Review a written procedure and talk about the practical effects it has upon a job
 - Showing
 - Working through a customer service situation with the new professional present
 - Doing
 - Have the new professional shadow staff or handle a customer service situation with supervision

Lesson #3 In Action

- **Trainer**
 - Create a training plan that intermixes telling with showing and doing
- **New professional**
 - If the person training you is only telling and showing, ask for the opportunity to try out what is being discussed

Lesson #4

- Listen and observe



Lesson #4

- Listen and observe
 - Ask a lot of questions!
 - Watch how your peers, supervisor and staff go about their business
 - What is the culture like at your location?
 - What is the organizational culture like?

Lesson #4 In Action

- Trainer
 - Find out about the department the person you are training is going to be working
- New professional
 - If your boss isn't the person training you, know that you will need to repeat this process again once you start in your new position
 - Listening and observing does not mean “be passive”

Lesson #5

- Find appropriate ways to take initiative



Lesson #5

- Find appropriate ways to take initiative
 - Balance projects given by manager with projects you want to create yourself
 - Willingness to communicate with staff and other departments

Lesson #5 In Action

- Trainer
 - Discuss goal setting
- New professional
 - Try to acquire clearly defined expectations
 - Set personal goals
 - Immediate, short term, long term

Lesson #6

- Set appropriate boundaries



Lesson #6

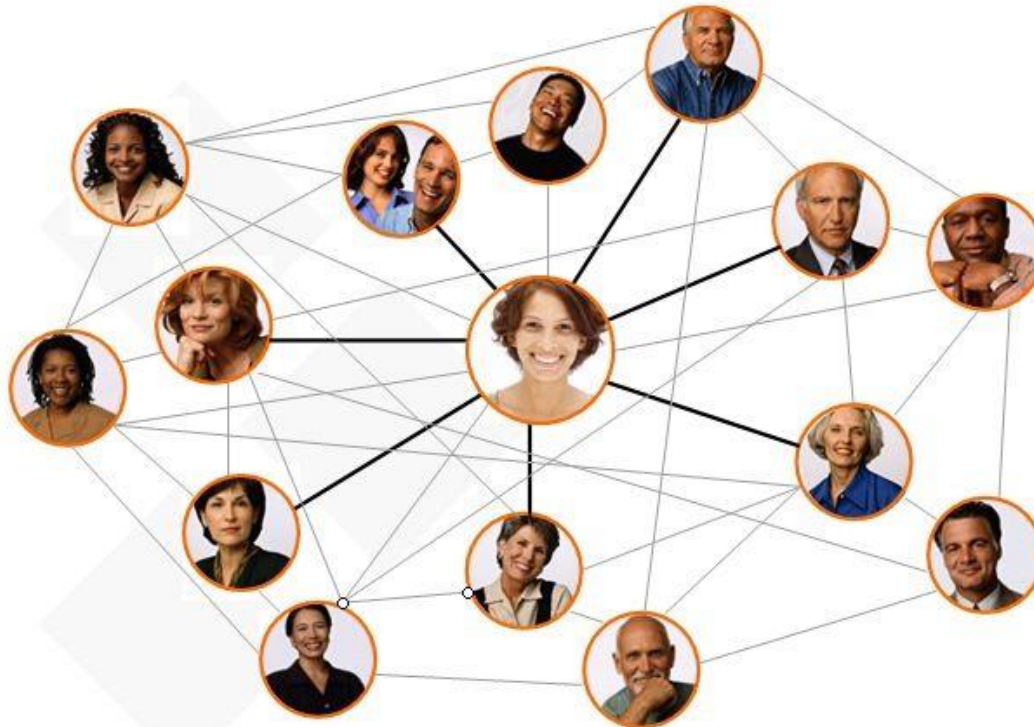
- Set appropriate boundaries
 - First inclination is to say “Yes” to everything
 - You cannot say “Yes” to everything

Lesson #6 In Action

- **Trainer**
 - Talk honestly about home/life balance expectations of the organization
 - Talk to new professionals about setting reasonable boundaries
- **New professional**
 - If you are receiving too much or not enough work, address that issue with your boss
 - There are appropriate times and ways to say “No” to work matters

Lesson #7

- Facilitate networking opportunities between new professionals and other professionals



Lesson #7

- Facilitate networking opportunities between new professionals and other professionals
 - Committee participation
 - Mentoring
 - Work Lunches
 - Happy hours

Lesson #7 In Action

- **Trainer**
 - Help connect new professionals to their work community
 - Introduce trainee to key people in person whenever possible
- **New professional**
 - Seek out networking opportunities
 - Offer to buy people coffee or lunch and in return, ask for a *reasonable* amount of their time

Lesson #8

- Own the intangibles



Lesson #8

- Own the intangibles
 - Show up to work early
 - Prepare for meetings
 - Be a positive force in your department
 - Dress appropriately
 - Employ self-discipline
 - Exhibit your creativity
 - Show appreciation

Lesson #8 In Action

- Trainer
 - Model professionalism
 - If you can't give practical advice on a topic, find another trainer who can
- New professional
 - Observe how peers dress in different work situations
 - Normal day, jeans Friday, board meeting, meeting with administration, outreach events
 - Dress and act professionally
 - Helps with staff interactions, customer interactions and administration interactions

Lesson #9

- Embrace change



Lesson #9

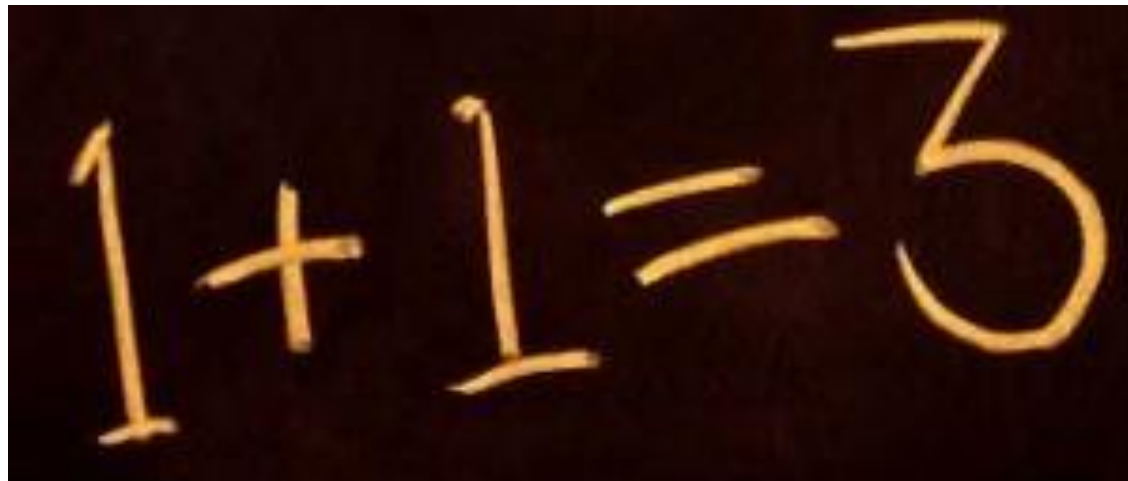
- Embrace change
 - Departments and organizations will change
 - Change can be sudden
 - Change can be painful
 - Change is often frustrating

Lesson #9 In Action

- **Trainer**
 - Give new professionals coping mechanisms for change
- **New professional**
 - Constantly be building a support system
 - Work allies
 - Allies outside of work

Lesson #10

- Give people freedom to make mistakes



Lesson #10

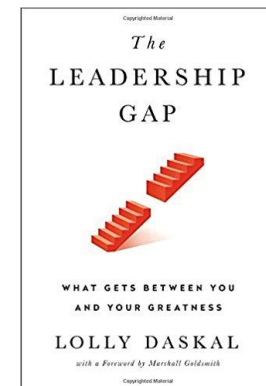
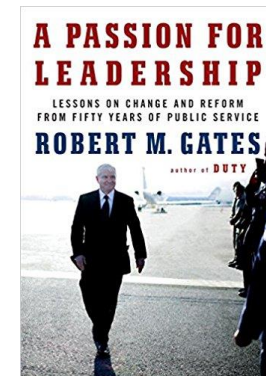
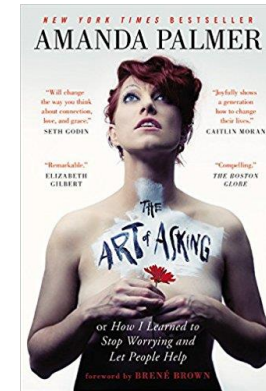
- Give people freedom to make mistakes
 - You will make mistakes
 - It is okay to make mistakes
 - Learn from your mistakes
 - Do not create a pattern of the same mistakes

Lesson #10 In Action

- Trainer
 - Discuss the consequences for mistakes
- New professional
 - When you make mistakes:
 - learn from them
 - *move on*

Suggested Readings:

- The Art of Asking
 - by Amanda Palmer
- A Passion for Leadership
 - by Robert Gates
- The Leadership Gap
 - By Lolly Daskal



Questions?