Online onboarding: Increasing the efficiency and effectiveness of library workplace training in an interactive online asynchronous environment
1st Iteration (pre 2011)

A printed manual with some face-to-face training
FINES

Circulating books--10 cents/day
RESERVE books--50 cents/day
RESERVE readings--50 cents/day (maximum fine is $3.00)
magazines--$1.00/day/item

Maximum fine = replacement cost

REPLACEMENT COSTS

ALL BOOKS (other than leisure books)--BIP PRICE + $3.00 processing
LEISURE RACK PAPERBACKS--

IF BOOK IS NOT IN BIP:

PAPERBACK BOOKS--$10.00 OR THE SHELFLIST PRICE--WHICHEVER IS (3.00 PROCESSING FEE) (18 cm. or less)
HARDBACK BOOKS--$25.00 OR THE SHELFLIST PRICE--WHICHEVER IS (3.00 PROCESSING FEE) (more than 18 cm.)
SHORTHAND TAPES--$5.00
LITERATURE TAPES--$10.00
VERTICAL FILE PACKET--$1.50
RESERVE READINGS--$3.00

RESERVE BOOKS--SAME PROCEDURE AS REGULAR BOOKS

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Univ. of Delaware Fine System

1 - 15 days - no fine
16 - 44 days - $5
45 - 

$5 (30 bk. replacement + 15 fine

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Analytics

With a printed manual and regular face-to-face interaction becoming increasingly more difficult, library administration developed a training manual in Libguides for student workers and library staff whose schedules varied over a wide range of hours.

The intent was to have consistent training that was available upon demand. Since LibGuides is available online, and can easily be updated based on the role with appropriate permissions, this was an improvement over the first iteration.
2nd Iteration’s Landing Page
Clocking in/out Training Guide in 2nd Iteration
2nd Iteration’s Analytics in Libguides

Statistics

Guide Tracking - Total Views

Hirons Library & Learning Center... by Alison Wessel

1 guides, 663 views, 42 months
3rd Iteration (2017)

Library administration wanted to train all employees in one online portal that could host multiple embedded tools from third party solutions.

To improve upon the second iteration, the static LibGuides were redesigned to be interactive online tutorials with Office Mix.

These succinct, detailed modules provided data analytics about who completed the training, and how long the employee took to complete the training.

One module was embedded per page within the onboarding LibGuide.
Discarding Onboarding Module

A Screen Capture of Office Mix Presentation

View the Discarding Onboarding module by clicking this link. Make sure to return to this page to complete the Discarding Acknowledgement Form when you are finished. **Important Note:** All employees completing this module are expected to score at least 80% on this module. This module may be repeated until you achieve at least 80%. 
ARC Office Mix Analytics

SLIDE SUMMARY

<table>
<thead>
<tr>
<th>Visitors</th>
<th>Views</th>
<th>Avg. time spent</th>
<th>Slide duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>12</td>
<td>1m 20s</td>
<td>1m 18s</td>
</tr>
</tbody>
</table>

Input problem question:
Please type your first name in the box below.

Input problem question:
Please type your last name in the box below.
Duration of Training Captured in Office Mix

Visitor Statistics

<table>
<thead>
<tr>
<th>NAME</th>
<th>SLIDE PROGRESS</th>
<th>QUIZES AND POLLS NO.</th>
<th>CORRECT</th>
<th>APPS NO.</th>
<th>TIME SPENT OVERALL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student 1</td>
<td>100% Completed</td>
<td>17</td>
<td>100%</td>
<td>0</td>
<td>23 m 53 s</td>
</tr>
<tr>
<td>Student 2</td>
<td>100% Completed</td>
<td>19</td>
<td>100%</td>
<td>0</td>
<td>16 m 16 s</td>
</tr>
<tr>
<td>Student 3</td>
<td>100% Completed</td>
<td>19</td>
<td>100%</td>
<td>0</td>
<td>30 m 4 s</td>
</tr>
<tr>
<td>Student 4</td>
<td>100% Completed</td>
<td>19</td>
<td>93.8%</td>
<td>0</td>
<td>1 h</td>
</tr>
<tr>
<td>Student 5</td>
<td>100% Completed</td>
<td>13</td>
<td>90%</td>
<td>0</td>
<td>19 m 12 s</td>
</tr>
<tr>
<td>Student 6</td>
<td>54.8% Completed</td>
<td>19</td>
<td>81.2%</td>
<td>0</td>
<td>11 m 34 s</td>
</tr>
<tr>
<td>Student 7</td>
<td>100% Completed</td>
<td>17</td>
<td>57.1%</td>
<td>0</td>
<td>36 m 23 s</td>
</tr>
</tbody>
</table>
An acknowledgement form, hosted in Qualtrics, was embedded in a box below the module on each LibGuide page, so that Library administration could confirm all staff completed the modules.
Embedding Qualtrics into Libguides

<H1> and <H2> have been removed for WCAG2 compliance.
Discarding Acknowledgement Form

Please type your first and last name in the boxes provided below to confirm that you have reviewed and understand all content on this page. Scroll down if necessary to click the Submit button on the right side of the screen.

First Name:

Last Name:

An Embedded Qualtrics Form

Powered by Qualtrics
Welcome

Welcome to the HLLC online onboarding training modules. These modules will assist you in learning about the required skills and functions you need to know and will be performing as an employee of the HLLC. Since these modules are online, and viewable on demand, you can return to them at any time to refresh your memory or when questions arise.

**Important Note:** All employees completing the modules are expected to score at least 80% on each module. Modules may be repeated until you reach that score.

Mission Statement & Goals

The J.W. Hirons Library has as its express purpose the support of the college’s mission to provide students with an “education of the highest quality”. The Library’s Mission is, therefore, to identify and provide the information and library resources needed by members of the College community in their study, teaching, research, public service, and professional development; to instruct and assist in the use of those resources; and to encourage students to develop well-informed critical thinking skills for life-long learning.

In fulfilling this mission, the Library is committed to the following goals:

1. To develop and coordinate a collection development program that addresses current needs and future projections.
2. To determine library requirements for instructional and research programs by maintaining regular contacts with academic departments and colleges.
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First Name:
CONTACT INFORMATION

Russell Michalak, MLIS—Director of the Library & Learning Center
Monica Rysavy, Ph.D.—Director of Institutional Research & Training

Goldey-Beacom College
Wilmington, Delaware