

Handout #1: Continuing Education Rotations

Adapted from the Continuing Education Catalog of the Tulsa City-County Library

INFORMATION TECHNOLOGY (IT) ROTATION

Experience firsthand what a day in IT is like. Gain a better understanding of what tools are used to manage the public and staff PCs throughout the system by spending time with a Helpdesk Tech, ALPs, Exchange and network administrators. Learn the flow of the data as it enters our network and which servers and devices are physically dedicated to a particular function. This is an opportunity to experiment with the new technology you have been wanting to try to create podcasts or quick screenshot training. To schedule a rotation please have your manager contact the IT Manager at: _____.

Credit Hours	How Offered?	Instructor	When Offered?	Core or Elective?	Prerequisites
4	By Appointment	IT Mgr.	Anytime	Core/Beginner	None

RESEARCH CENTER (RC) ROTATION

Spend some time in the Research Center at Central Library and learn about the various types of research help we provide our customers. Get an introduction to the many resources available through the Research Center and Research Wizard. See how the AskUs Hotline and the Research Center work together. Take a tour of the RC floor and storage to learn about the many older gems in our collection and get tips on the new gems available through our online databases. Shadow a Research Librarian at the RC desk and learn about services RC provides to branches and remote customers through phone, fax, email, IM, text, mail, ILL, or even in-person. To schedule a rotation have your manager contact the RC Manager at _____.

Credit Hours	How Offered?	Instructor	When Offered?	Core or Elective?	Prerequisites
4	By Appointment	Various	Anytime	Core/Beginner	None

GENEALOGY (GE) ROTATION

Become acquainted with the many resources available at the Genealogy Center to help customers find their ancestors. Learn how to use subscription and free online databases. Become familiar with using the records created for the Dawes Rolls. Discover ready reference materials that will help answer common questions. GE staff will show you some "tricks of the trade" to help you decipher those pesky genealogy questions. So bring your questions and problems and let the staff at the Genealogy Center turn you into a first rate researcher.

This material has been adapted from the Continuing Education Catalog of the Tulsa City-County Library (OK) by Gail Griffith and Paula M. Singer for the Infopeople Project [infopeople.org], supported by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. Any use of this material should credit the funding source.

For best results, staff should plan multiple visits rather than one lengthy one. To schedule a rotation have your manager contact the Genealogy Manager at _____.

Credit Hours	How Offered?	Instructor	When Offered?	Core or Elective?	Prerequisites
4	By Appointment	Various	Anytime	Core/Beginner	None

TECHNICAL SERVICES (TS) ROTATION

Get acquainted with the acquisition, cataloging and physical processing of Library Materials. Improve your understanding of the myriad Technical Services issues that impact your job and help you provide excellent service to your customers. Staff rotation in Technical Services includes spending time in each of the major areas: Acquisitions, Cataloging and Physical Processing. You will observe the various procedures required to accomplish each task and get actual hands-on experience. You will get to place orders, receive new shipments, catalog new titles of various formats and physically prepare materials for the shelf. To schedule a rotation have your manager contact the Technical Processing Manager at _____.

Credit Hours	How Offered?	Instructor	When Offered?	Core or Elective?	Prerequisites
4	By Appointment 8:00 a.m.--noon	Various TP Staff	Anytime	Core/Beginner	None

INTERLIBRARY LOAN (ILL) ROTATION

Observe and have hands-on in the Interlibrary Loan department. Discover the path an ILL request takes from the time it is placed on a customer's account until we receive and process it for use. Improve your understanding of what constitutes an interlibrary loan request and why certain policies are in place. Staff rotation in Interlibrary Loan is usually 2 hours in length and includes hands-on with our software, searching and placing requests, processing items received, and picking our brains with your questions. To schedule a rotation, have your supervisor contact the, ILL Dept. Supervisor at _____.

Credit Hours	How Offered?	Instructor	When Offered?	Core or Elective?	Prerequisites
2	By Appointment	Various	Anytime	Core/Beginner	None

MULTI-DAY CROSS TRAINING

While a short rotation gives you a good introduction to a department or position, sometimes you have to walk a mile in their shoes to get a really good understanding. The Multi-Day Cross Training option is the tool to help you walk that mile. It's also a great way for managers and supervisors to cross-train staff members so they can fill in when necessary.

During Multi-Day Cross Training rotations, staff members will spend 1 – 3 weeks getting on-the-job (OJT) training in a different position, section or department. Normally, two staff members in different jobs/sections/departments will switch places so each staff member will get training in the other's position. However, it's also possible for one staff member to shadow another but the extra hours must be approved by _____.

Since the number of OJT hours could be huge (up to 240 for three weeks), we obviously can't give Continuing Education credit for each hour spent cross training. But, we can give one hour of Continuing Education credit for every eight hours spent cross training (up to 12 credit hours max). To earn credit the cross training must be outside the staff member's current job or branch/department. Keep in mind that all rotations are voluntary and for training purposes only. Employees volunteering for cross training in positions higher than their current grade will not receive "out-of-class" pay. Plus, cross training employees must be at least minimally qualified to perform the position they would like to be cross-trained in (for example, if a Circ Clerk wants to cross train as a Delivery Driver they must have a valid driver's license, a clear driving record and experience driving large trucks).

Cross training is so vital to an organization and to individual development that we would like to encourage all staff members and managers to take advantage of this outstanding rotation plan. Contact _____ for further details.

Credit Hours	How Offered?	Instructor	When Offered?	Core or Elective?	Prerequisites
1 CH/ 8 Hours (12 CH max)	2-21 days	Various	Anytime	Elective/Beginner	None