

ST. JOSEPH COUNTY PUBLIC LIBRARY

HUMAN RESOURCES

OVERVIEW (Visioning Main Library 2007-2009 - September 2006)

The design and organization of HR should reflect several factors:

- Primary responsibilities of delivering HR services, practices, processes that meet the needs of the Library and its employees
- Support line management's efforts to achieve library goals through effective management of employees
 - * Access up-to-date employee information from profile to performance history
 - * Approve timecards and employee requests for time off, training, and more
 - * Create, manage, and edit employee schedules in real time via the web
 - * Facilitate the hiring process from requisition to employee on-boarding
 - * Conduct performance reviews in a timely, secure, and automated fashion
- Contribute to the Library's development and strategic planning through developing HR practices that foster organizational development.

HR SERVICES

- Recruitment/Retention-attract qualified candidates who will enhance organizational effectiveness
- Position Control-Maintain personnel and performance records, reclassification, job analysis, and job descriptions
- Compensation and Salary Administration-maintain wage and salary classifications, conduct wage and salary surveys, evaluate position with established salary structures
- Employee Benefits and Programs-maintain employee's benefit plans
- Employee Development- establish competencies for positions, work with line managements to develop training
- Employee productivity and morale- make sure procedures-including appraisal, personnel policies and problem resolution are consistent throughout the library system,
- Legal compliance

DEPARTMENT DESIGN

SPACE/FLOOR PLAN

RECEPTION AREA- Visible to public with adjacent rooms that provide privacy for Administrative Office staff to meet with guest, visitors, vendors, patrons, etc. Separate from HR Staff/Services (Receptionist desk, computer, phone, Etc.

HR STAFF Office space for three employees and the work areas close to Financial Services due to the shared information.

Space for online computer processes such as completing a questionnaire preliminary step for applying for a posted position.

Establish limited access to HR due to the confidentiality of information. Ergonomic office furniture for HR staff that includes, desk, file cabinets, chairs, and non-visible wiring.

Create a separate area adjacent to HR staff offices for printers, copier that collates and staples, fax machine, shredder, counter space, glass window to provide a view when the HR staff is working and need to have a view of their office. Phone locations closer to computers. Place computer monitor facing away from entrance to offices to maintain confidential.

Storage space for archival files (approximately three years)
All HR files, current and archives in one area adjacent to HR offices
Single system for HR files (this includes payroll files as well)

Staff development area that includes Office, a separate area adjacent to Office accessible for the professional collection for employee to use during library hours.

Continuous staff development and training not only allows staff to learn to use the tools needed to carry out their jobs, it allows them to learn new skills to prepare them for their futures at the Library.

People who interact with Staff Development:

1. New staff for first day orientation.
2. Current staff for refresher training or training on updated processes or equipment.
3. Current staff seeking assistance or advice on their career path at SJCP (e.g. what classes to take, ideas to make themselves more 'marketable' when new jobs open up).

4. Supervisors seeking advice on classes or additional training that will help their staffs.

In the future, I see the Staff Development department working closely with other, selected staff members from various departments to develop training for the entire system. The amount of training that needs to be offered is too much for one person to do as it encompasses not only training in computer applications and equipment, but also the 'softer' areas such as customer service. Tapping into the expertise of other staff not only allows the department to provide the best training from other staff who are most familiar with a topic, it allows that staff to also develop more skills for themselves.

Because of this, whether the department grows in the future or relies on the help of other staff, there are some space needs that should be taken into consideration:

1. Separate space for interviewing. This can be either a separate room apart from the Staff Development office, or perhaps a shared "Interview Room" which could be used by the HR and administrative staff when privacy is needed.
2. A separate room for the Professional Collection. While it should be under the purview of Staff Development, it should be somewhere that is easily accessible to the staff even when the office itself is locked. Staff should be able to browse and check out materials on their own without the intervention of the Staff Development librarian.
3. A large cabinet for training supplies
4. A large cabinet for supplies such as a coffee pot, water, paper utensils, plates, napkins, etc., that are used during long training sessions such as New Staff Orientation or 7 Habits. This could also be shared with Sharon Flanagan who also needs supplies like this for meetings. Ideally there should be an icemaker. If the space isn't close to the staff lounge, there should also be a small refrigerator and a water source. There should also be a large and a small cart, as well as a cooler, for transporting these supplies to training rooms as needed.
5. A separate workspace with computers for individual or small group training sessions. (While it's possible to use the Training Room computers for this, the room is often in use for public training when new staff is being trained.) The computers here should be of the same type as those likely to be used by staff in their jobs. For example a pc for those whose primary computers are pc's or who will be working with patrons who are using the Library's pc's, Macs for those who use Macs. They should come set up with the applications used by most of the staff that will need training. There should also be space to bring in and train small groups on the use of other equipment such as scanners, projectors, etc. as needed. The computers need to be there permanently since they would be used so

often. The other equipment could be kept and used with other AV equipment, but should be easily accessible for training.

6. Preparation space for training materials. This should be separate from the office so that anyone working on preparing materials can work on them even if the office is unavailable. This space should include access to recording space, which will be used to create online training materials.

7. Basic office needs: large desk with extra chairs for staff interviewing; bookshelves, filing cabinets, worktable.

Departments Staff Development should be located close to:

The department should be easily accessible to all staff but there are several departments that should be located close by.

Human Resources: New staff comes to Staff Development when the intake process is complete on their first day.

Financial Services: The payroll clerk is often called upon to explain time card and time off procedures to new staff. Being close to Staff Development will save her time.

AV: for easy access to training equipment.

I realize that it's probably not going to be possible to have all of this, but here are the top 3 things on the list.

1. Location. Staff Development needs to be accessible to the entire staff.
2. Privacy. There is a surprising amount of interaction with staff that involves confidences.
3. Preparation and storage space.

Floater/Substitutes/Volunteers

Floater work area/mailbox
have a space with a desk, phone
and computer that floaters can always use either
during break or unassigned time to check e-mail, work
on training (lynda.com), etc.

It would be helpful if this space were accessible during
evening hours too

The floaters had a small cubicle or desk. Something with a computer and a phone where the intranet and schedules can be checked and training and refreshing can be done without booting someone off his or her computer. And definitely located somewhere near HR Offices

It would be nice to have a designated space for us to have a desk or a least a file drawer/cubby for each floater to keep information we use at work like timecards, informational papers, calendar...

It makes sense for us to have a "home" at main - our own office type set-up with desks for us (or at least one desk for us to share - with our own cubby though) and computers where we could log into the sub calendar and work from when needed. Also a memo board or a spot on the staff intranet just for floaters where we could post to each other to relay information we each might need but never have the chance to give in person.

If we had our own space, it would be a gathering place and we may not need meetings since it might be possible to meet informally or post things there.

LOCATION with Administrative Offices

Separate entrance to HR from Administrative Receptionist area
Advantage of HR being separate from Administration – less public traffic in HR- patrons wanting to speak to an Administrator, Supplies deliveries for Business, meeting inquiries. HR Staff needs to have privacy in their office area so that employees can discuss confidential information. Each HR office person needs to have a separate office or the ability to close a door so that conversation cannot be over heard.

EQUIPMENT

COMPUTERS
FAX MACHINE
COPIERS-collate and staple
PRINTER

TECHNOLOGY

HR Orientation on line available to employees first three months of employment
Initial screening online or by telephone system

Create system for sub calendar system where subs & agency would list availability automatically match and generate phone call to fill needs.

Self-Service and Data Collection by engaging employees and making them part of the solution, self-service and data collection can improve the accuracy of employee information and labor data. This increased reliability allows you to make better decisions when it comes to workforce productivity and performance.

Self-Service and Data Collection

Improve workflow and communication with anytime, anywhere access

Every employee in the organization can be reach from browser-based interfaces to web-enabled badge and biometric terminals to telephones and handheld devices. With technology, we can extend the power of workforce management to wherever the workforce goes. Make our employees part of the solution

By engaging employees and making them part of the solution, self-service and data collection can improve the accuracy of employee information and labor data. This increased reliability allows us to make better decisions when it comes to workforce productivity and performance.

The benefits of self-service and data collection products include:

Improved communication and decision-making: Connect employees, managers, and the organization like never before and collect real-time information at the source.

Higher employee satisfaction and productivity: Provide better service to employees while freeing managers and administrators to focus on higher value activities.

Lower technology costs: Reduce your implementation and maintenance costs and realize more value from a workforce management system.

One payroll and HR system accessible to the employees so they can enter personal status changes on-line.

Employee's photo on database

Create Employee's identification tag

Computerized employment application within the department-applicants come to HR

To complete the application

On-Line access for all benefit plans-employee completes enrollment on line and has access to his/her benefit plans.

All job description are on-line accessible to all employees

Within the next 10-20 years, HR will:

Streamlined operations: Eliminate paperwork and streamline employee-centric processes from benefits administration to performance management to compensation planning.

Enhanced consistency: Use a single system to increase the accuracy of pay and accruals, as well as facilitate compliance with regulations, rules, and organizational policies.

Increased retention: Automate human resources administration to enable organizations to focus on retaining employees, rewarding top performers, and recruiting new talent.

Improved morale: Engage the workforce and further reduce the administrative workload, with employee self service, which also helps boost morale and retention.

Empowered managers: Provide interactive tools designed to help managers make better decisions based on employee performance, skills, goals, and compensation.

HR Recommendation for the Main Library facilities:

Employee and patron restrooms on each floor

Employee Lounge on each floor (to include volunteers & subs) w/ lockers, staff computers, reading area, eating space with sink, small refrigerator, etc... This could eliminate employee taking their lunch/breaks in their work areas.

Professional collections separate area or room accessible to employees during library hours. Material can be self-checked