

STAFF CHALLENGE:

INTERACTIVE ONBOARDING USING BEANSTACK

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WHAT IS ONBOARDING?

- Different from Orientation or Training
- Can be referred to as “organizational socialization”
- Starts before the new employee’s first day
- Should last 3 to 12 months
- Webinar: The Library Employee Journey: From Recruitment to Onboarding and Life-Long Learning
 - <https://www.nicheacademy.com/blog/the-library-employee-journey>



WHY IT IS IMPORTANT?

- Disorganized onboarding makes the organization look disorganized.
- Help employees quickly become a contributing member of your team
- Increases employee confidence, commitment and integration into workplace culture
- Greater employee engagement

“Employee engagement is the emotional commitment the employee has to the organization and its goals.” –Forbes.com



WHAT THINGS AT YOUR LIBRARY MAKE NEW EMPLOYEES GO...?



MY OBSERVATIONS

- Assumptions about a certain level of knowledge
 - MLIS programs can be very different depending on the University
 - All libraries and all communities are not the same
- Few individuals who hold institutional knowledge.
 - Bottle neck for information, creates concerns for succession planning
 - Opportunities for favoritism, workplace cliques, and bias to impact employee success
- Organization of digital files is unique to each library
- Lack of documentation: procedures, expectations about work and organizational culture



WHAT IS BEANSTACK?

- **Interactive reading challenge platform**
 - Allows libraries to create challenges for patrons and staff
 - Challenges can be based on reading, reviews, or activities
 - Gamification features: rules of play, scoring points/earning badges
- **When starting with the platform the Admin goes through a “Beanstack New Client Setup Challenge”**
 - Step by step challenge to launch your site: Meet the Client Success Team, Review Beanstack Resources, Setup Site Options, Setup Staff Accounts; etc



BEFORE BEANSTACK... THEN AHA!

- The Struggle
 - People learn differently
 - Frequent questions on where to find resources.
 - Stuck in the weeds
- Beanstack, the solution?
 - Engagement and Empower
 - Self-Paced
 - Progressive steps/knowledge



HOW IT WENT & WHAT I LEARNED

- Staff using Beanstack reported liking the experience!
- Fewer questions on where to find documents
- Conversations felt more productive
- Staff were more confident in job execution
- More talk about higher level topics



BEANSTACK STRATEGY

- Start broad, move to specific
 - Things every employee needs to know > Things staff in this department need to know
- Brainstorm (Expect to forget things and don't number your badges!)
 - Information needed to succeed at each job duty? (i.e. collection development, information desk, program planning, etc)
 - Define expectations around a minimum level of knowledge (i.e. Storytime standards, special collection parameters)
 - What cultural values do you want to institute? Define them in practical ways.
- Document
 - Start with the most important things an employee needs to feel successful
- Update!
 - Keep up with changes. Link or provide a path to living documents.



TEAMBUILDING!

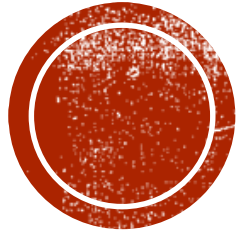
- Beanstack is not a substitute for talking to and training your employee
 - Managers should have a New Employee Checklist
 - Information should still be reviewed together & regular check-in meeting scheduled
- Practical experience
 - Schedule time for them to observe colleagues on the desk and in programs
 - Ask staff to help walk the new employee through certain processes
 - Schedule meetings for staff to interact with other departments and learn how your departments work together
 - Schedule time for them to observe legacy programs or help with key services, even if that will not be their main roll
 - Are there opportunities for them to participate in outreach or otherwise get to know the community?



BEANSTACK COMMUNICATION

- I have contacted Beanstack about using their platform and this way. They asked for a list of what might be needed to make Beanstack more functional.
 - Premade badges geared toward library onboarding and/or a way to easily make badges within Beanstack
 - Ability to assign challenges to specific users
 - Dashboard specific to staff challenges
 - Easier way to see ongoing challenges v.s. short-term challenges
 - More Challenge specific badges to than just “Completion”, like “you completed the collection development level!”





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