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Titolo	Staff development : a practical guide // edited by Andrea Wigbels Stewart, Carlette Washington-Hoagland, and Carol T. Zsulya ; Casey Bayer, cover design ; contributors Elizabeth Fuseler Avery [and twenty three others]
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Nota di contenuto	Contents; Introduction to the Fourth Edition; Part I: Building a Staff Development Program; Chapter 1: Introduction to Staff Development; Chapter 2: Needs Assessment; Chapter 3: The Strategic Imperative of Library Staff Development; Chapter 4: How to Set Goals; Chapter 5: Getting Started; Part II: Developing Your Staff; Chapter 6: Developing Orientation Programs for New Employees; Chapter 7: Core Competencies for Libraries and Library Staff; Chapter 8: How Understanding the Organization, Clear Expectations, and Competencies Lead to Successful Coaching and Performance Chapter 9: Cross-Functional Training and Collaboration within the Organization Chapter 10: Refining the Customer Service Attitude; Chapter 11: Leading from Any Position; Chapter 12: Developing Bench Strength; Part III: Tackling Change Through Training; Chapter 13: Planning a Training and Development Infrastructure for Library and Information Environments; Chapter 14: Instructional Design in Library Settings; Chapter 15: Using Online Videos for Staff Training; Chapter 16:

The Ideal; Part IV: Assessment; Chapter 17: Assessing and Ensuring the Transfer of Training; Contributors; Index

Sommario/riassunto

This new edition offers unique, state-of-the-art perspectives on library staff development and training.