Changes in Membership
The Committee would like to thank Solange Silverberg, Staff Development Coordinator and Acting Committee Chair, for her strong and expert leadership over the past few years. We miss her kind guidance since her retirement in the summer of 2006. Edith Sinclair and Gail Nichol were appointed as co-chairs. In January, 2007 Dan D’Agostino went on research leave and we thank him for his many contributions to the work of the Committee. Irene Puchalski joined in June 2006 as the COCL representative, Anna Maria Romano is the USW representative and Carla Hagstrom represents Gerstein. Rita Vine attended a few meetings to liaise with the committee and the Professional Development Advisory Group, which she chairs.

Staff Exhibition
Life Stories: An Exhibition of Auto/biographies recommended by University of Toronto Libraries staff ran from March 31 to May 14, 2006. The third annual Staff Exhibition organizing committee was Kim Gallant, Robin Healey, Richard Hydal, Maureen Morin, Robin Sakowski, Solange Silverberg, and Wen Ran Zhang. During the opening reception, the keynote speaker was Rosemary Sullivan, author of *Shadow Maker: the Life of Gwendolyn MacEwen*.

Downsview Opening and Other Open Houses
Instead of the annual staff barbecue, the Library held an open house at UTL Downsview on June 21, 2006. Transportation by bus was provided from Robarts to the Downsview site, and there was an excellent turnout. As well as enjoying a delicious lunch, staff who attended were able to go on a tour of the high-density storage facility, either self-guided or led by Lari Langford and Mark Phillips. Many expressed that it was genuinely interesting to see the journey of the book, from its arrival to its final destination on a shelf.

Bruce Garrod and Haleh Vaez hosted an open house at the Mathematical Sciences Library on February 22, 2007 offering tours of the library and refreshments to about 35 attendees.
Student Training
There were four orientation sessions held for new student employees in the fall and one in January. The committee also offered six customer service workshops in the fall and one in the New Year, which were open to students from the campus libraries as well as employees from the central libraries. A total of 78 students participated in the general orientation and gave mainly positive feedback—especially about the library tour we organized for them. The customer service training, attended by 89 students, also received mainly positive evaluations. One point several students made was that the training was quite basic and that they would like more guidance on dealing with difficult situations. In response to these comments, we are working on revising the training for next fall. Students were also encouraged to take a number of Health and Safety related courses including: Crisis Intervention, Emergency Procedures in the Library, Health and Safety for Employees, Ergonomics and Carpal Tunnel Syndrome, and Back Care.

Student Focus Group
A Student Focus Group, moderated by Cristina Tooulias-Santolin, Edith Sinclair, and Terry Correia was held in February. In response to the issue of security that was raised in the group, Bill Godoy gave a lunchtime session to both students and other staff called Security and Personal Safety on March 13, 2007.

Workplace Wellness Events
Health Workplace Week activities were planned by a subcommittee of Mary Collure, Anna Maria Romano, Edith Sinclair, and Lynn Sylvester for the week of October 23-27, 2006. Maureen Morin designed the posters and a passport that was used to enter a prize draw. Staff members were required to submit a passport indicating that they had attended at least three events, which included a healthy breakfast on Monday, a healthy lunch on Friday and throughout the week: two walking tours, four health-related video screenings, a fitness-sampler class, and two tai-chi sessions. 21 passports were submitted and the breakfast had 73 participants and the lunch had more than 80. Plans for next year are to coordinate activities with other university departments and perhaps host fewer events at the library.
The theme for the Third Annual Workplace Health Fair, held on March 22, 2007, was The Fitness Experience. Edith Sinclair chaired a subcommittee of Mary Collure, Terry Correia, Carla Hagstrom, Richard Hydal, Maureen Morin, Gail Nichol, Anna Maria Romano, Christina Tooulas-Santolin, Paul Strickland, and Lynn Sylvester. Events included speakers, demonstrations, massage therapy and Reiki sessions, a book display and food samples. Exhibitors included 19 health-related U of T departments and 12 external groups that attended the fair or provided literature. The committee focused on student participation by inviting Gerstein ALT, Linda Nguyen, to speak with Dr. Tony Toneatto on the topic of Healing Stress with Mindfulness Meditation and the Varsity Ropers led by Lindsay Williamon to demonstrate their award-winning, competitive jump rope form. The fitness theme encompassed all aspects of life with physical, emotional, mental, and financial fitness highlighted. In the week before the health fair a Travelling Health Fair, organized by Gail Nichol and Lynn Sylvester, visited the staff at the following libraries: Mathematics, Architecture, Earth Sciences, Physics, Chemistry, Astronomy, Fine Arts, Innis, and Business.

Professional Development
A Grant Writing Workshop was held on Friday, November 10, 2006 in the Alice Moulton Room. Irene Puchalski coordinated the event and invited Karen Turko, Diane Marrow, and Jutta Treviranus to present and Rea Devakos to convene the session. There were 18 participants and feedback was positive. Attendees found the "speakers engaging, informed, and knowledgeable” and also that there was a "good combination of skills/backgrounds among the panelists”. Suggestions were made that future sessions include case studies.

RefWorks for Reference Librarians was planned in response to feedback from the staff survey. Jeff Newman taught the course for 15 participants in January 2007 and received generally good feedback about the session. Jeff pointed out that RefWorks training is offered to students on an ongoing basis and all staff are welcome to attend those sessions.

Staff Development Survey
The survey was completed with 147 people responding and members of the committee led by Dan D’Agostino met to analyze and summarize. A report of the results was circulated to all library staff and is appended to the end of this report.

Staff Development Website
The website has been reviewed and conversion to the content management system with assistance from Richard Hydal is ongoing. Some changes were made to the registration page with the assistance of Marc Lalonde and more are planned. The registration system that is part of the website is used for all staff development courses as well as for courses arranged by other groups such as the Instruction in Library Use Committee for their annual workshop in December.
Annual Report of the Staff Development Committee
April 2006 to March 2007

and for ongoing events facilitated by Rita Vine in her role as Professional Development Coordinator. Rita also initiated a pilot of a staff development calendar on Google Calendar. The committee adopted this and added a link from the webpage.

Respectfully submitted to Library Council on April 25, 2007,
Staff Development Committee
Co-chairs: Edith Sinclair, Gail Nichol
Ex-officio: Veronica Chase
Appointed librarians: Debbie Green, Christina Tooulias-Santolin, Carla Hagstrom
Council of Campus Libraries: Irene Puchalski
Professional/Managerial staff: David Eden
CUPE staff: Maureen Morin, Yvonne Ramcharan
USW: Anna Maria Romano
Report on the Staff Development Survey
In June of this year a survey was sent out to all library staff regarding staff training and development. This report summarizes the response.

Respondent Profile
All staff of the central library system and campus libraries received the survey, and a total of 146 people responded. In terms of the type of work performed by respondents the results were:

- Librarians: 53
- Professional/Managerial: 10
- Unionized library support: 35
- Unionized administrative support: 5
- Unionized information technology support: 8
- Other unionized library technicians: 2
- Unionized: other: 1
- Assistant library technicians: 18
- Graduate library technicians: 7
- ACFAFs: 1
- Other: 6

In identifying where they worked respondents said:

- Campus library: 39
- Central library: 78
- Departmental library: 21
- Information Commons: 5
- Resource Centre for Academic Technology: 3

For employee type respondents identified themselves as:

- Contract employee: 9
- Permanent full time employee: 122
- Permanent part time employee: 8
- Student sessional employee: 7

Ninety-nine of the respondents said their work involved a substantial amount of interaction with the public, and forty-seven said their work did not involve public service.

Major Themes
When describing their goals for participating in staff development courses, respondents indicated that they hope to satisfy a range of needs with staff
development events, including long term professional development and specific skills training to help them with their jobs.

When talking about past courses, staff indicated that they valued them and found the presenters effective; however, there is a sense that staff find the time required to do their jobs is such that they cannot devote the time they would like to staff development.

Responses to questions about training needs show that the courses/programs of interest to staff were primarily connected to hot-button library issues such as copyright, RefWorks, customer service training and web searching. In addition there is a clear interest in topics designed to contribute to the overall effectiveness and well-being of employees both inside and outside the workplace.

The positive comments engendered by the Staff Conference and the Health Fair indicate an interest by staff in events which allow lively and free-flowing communication among all levels of library staff on topics relevant to professional development and skills enhancement. The social aspect of these events is also highlighted as a reason for their popularity.

**Future Plans**
A significant number of respondents asked for the customer service training sessions to be repeated, and this topic was also mentioned repeatedly as an important training need in departments. The Staff Development Committee plans to continue the customer service initiative which was launched last year. Training was offered initially to student employees, but other groups will also be included.

In response to staff feedback, we will be looking into repeating the popular session on RefWorks for Reference Librarians.

We have been discussing the possibility of offering sessions to help staff become more stress resistant and better equipped to deal with the frequent changes occurring in the workplace. In light of this it is interesting to note respondents’ comments that, e.g., “everything is changing,” and that they are “coping with a heavier workload,” and need help “dealing with work-related stress” and “learning to be more fluid and to be able to learn new methods constantly.”

Many respondents wrote that they found the Health Fair to be of particular interest, and we will be keeping their suggestions for topics in mind when planning next year’s Health Fair. We also hope to offer other health-related events during the year, such as the recent Healthy Workplace Week activities.
Numerous workshop topics were suggested for future Library Staff Conferences—since staff consider this a very useful event—and these have been forwarded to the planning committee for their review.

In addition to offering various courses and programs during the coming year, the Staff Development Committee will bring to the attention of library staff other development opportunities that are available to the University community. Some respondents mentioned wanting to take courses in a variety of computer applications, and we will forward information on courses offered through Organizational and Staff Development [formerly known as Staff Development] and other departments.

Finally, we notice that the most popular events and programs offered by the Staff Development Committee in the past year seem to be those which allow intensified communication, free sharing of ideas and a sense of fun. This year we intend to incorporate a social element in as many events as possible to encourage the continued growth of a more productive and creative workplace.