

MEMO TO: IHLS Board of Directors
 FROM: Kathy Jackson
 DATE: July 18, 2014
 RE: All Staff Day, 2014

IHLS staff came together June 20, 2014 for our second All Staff Day training opportunity. 82 staff members were able to attend and all three offices were well represented. The day was balanced between customer service training and organization updates of interest to all staff.

Dawn Mushill (Customer Service and Beyond) presented lively sessions on going beyond in customer service, accepting change and change management, and communication. Staff learned from Dawn’s varied work and personal experiences, and shared their own experiences in customer service as well.

Kathy Jackson reviewed specific new language in the IHLS Personnel Code, procedural changes such as time sheets, and provided all staff with an updated code for their use.

In FY2014, we budgeted \$11,000 across several lines to provide continuing education to IHLS staff. The entire event came to \$6,361.84 with a cost per employee of \$77.58, and a breakdown follows:

Item Description	Item Cost
Trainer	\$3,200.00
Room Rental	\$400.00
Food/Other	\$1,120.00
Travel (personal vehicles)	\$1,641.84
TOTAL	\$6,361.84

The day provided necessary training for our staff and allowed staff to connect with each other and refresh while learning. Results from the training evaluation demonstrate how well the day was received by our colleagues:

1. Venue.....82% rated 4 stars or above
2. Flow of the day.....84% rated 4 stars or above
3. Speaker...90% rated 4 stars or above
4. Visual Aids...50% rated 4 stars or above
5. Learned something new....74% rated 4 stars or above
6. Relevant content...83% rated 4 stars or above
7. Food.....84% rated 4 stars or above

Thank you for the opportunity to bring all our staff together and to pause while we focused on improved customer service outcomes for our member libraries.