

# IMPACT OF TRAINING AND DEVELOPMENT PROGRAMS ON LIBRARY STAFF

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## ABSTRACT

As essential centres of knowledge and learning, libraries are the beating heart of educational establishments. In order to guarantee smooth library operations and patron pleasure, library aides are essential. But as technology advances and services grow, it is now crucial for library employees to get ongoing training and development. This study looks at how training programs affect developing professional abilities, adjusting to new technology, boosting teamwork, and improving service quality. Frequent training sessions enable library assistants to properly assist patrons, manage resources, and remain current with technological advancements. Libraries may improve their operational effectiveness, promote lifelong learning, and solidify their position as knowledge and academic support hubs by making investments in staff development.

**Keywords :** Library, Knowledge, Staff, Learning, University, Assistants, Books

## INTRODUCTION

Books are the best friend of student and library is the heart of educational institutions. We all know the learning is a never ending process of knowledge is a never ending sea. So it is very important for us to keep learning and expanding our knowledge with the help of our teachers and books. Now a day's all universities and colleges are developing libraries and providing the best services to users and this will happen with the help of library assistants, so it is very important to educate them, train them more efficiently so that every user can take the benefits of additional facilities provided by libraries. We all are humans not computers and human makes mistakes and sometime lack knowledge. Library assistants help the library patron's everyday

but sometime they can't as they self did not know about it. For instant when the systems get updated or get new software in digital libraries it is difficult to get access to it due to new settings so the library assistants find it difficult to help. So it is necessary for us to train the staff time by time so that they can give their 100% in their work and make the library the best version of libraries.

## **OBJECTIVES**

This general objective of this study was to examine the impact of training and development of library assistant in academic libraries.

### **Enhance professional skill**

You can master anything with practice and determination. With the help of right training we can enhance our professional skill more easily. Professional skill is not something you've born with you have to work hard like a dog behind a bone to master a skill.

### **Adapt to technological advancement**

Everyday every single second we are trying to be the best version of ourselves by discovering developing and learning something new every time. There are always some new of devices and new technologies which are sometime really hard for employs to operate as this need training session as we are human not robot. So to do new things first we have to train about it.

### **Improve service quality**

In order to give our 100% in work firstly we have to understand and master the work. Once we knew how to do a certain task then we can improve our service quality and make it th best.

### **Promote lifelong learning**

Learning is never ending processes which encourage us to keep going and doing our work better. Similarly training are the part of learning and sharing knowledge throughout our life. As the world is never going to develop, search and find new things.

### **Faster leadership and collaboration**

Training session not only teach us about new things and rules but also gave us a chance to understand each other and make a better bonding with our co-worker which helps in a better team work and forming a better leadership as we get to know , understand our co-works better during the training session.

## **NEED OF TRAINING**

Practice makes a man perfect. In order to give our one hundred percent we have to train ourselves thoroughly. To give our best first we have to identify the library training techniques that we need. Training helps the staff to learn new things and resources that results in the better service. The objective of training and development in a library is to enhance the capacity and capability of an individual to contribute optimally to the development of the library. Lack of training can cause despair and lack of job satisfaction. Regular training session not only

help in the betterment in development and updating of library assistant and students. That's make understanding and learning easy in many ways. Library staff will train individuals than they province and prospect of their jobs and will be able to develop our knowledge and they progress through their careers. Library training also helps in finding our education sector as we get to know the new problem of students about books education and what they actually need.

## **IMPORTANT TYPES OF TRAINING REQUIRED FOR LIBRARY STAFF**

It's the duty of library assistant to distribute acquits and maintain the library printed material resources. Therefore, the competency includes

Organize and Acquire print library materials.

- Maintain the books, magazine and articles in order and in proper neat manner
- Originating correspondence including renewing publications, returning books or duplicate, materials ordering publications, resolving billing problems, tracing missing issue and helping the students to get an access to the e- library and other online platforms.
- Check in all new volumes, loose leaf supplementation, new books , journals, newsletters,(pocketing and stamping) that have been checked into the system;
- Damaged books and bound volumes send for binding
- Overdue reminder sent to patrons, new arrival inform to patrons
- Time management, good communication skill, encourage each other

## **BENEFITS OF LIBRARY TRAINING TO STAFF**

The biggest benefit is that after training they get to know more new things and the solution of their previous hurdles. So now they can do the work more efficiently. The trained staff find no problem in handling new technologies and thing and can make service better. A leader gets the good and understanding service then automatically the number of users increase. Training can solve library manpower problems employee. Increased job satisfaction increased motivation and improved performance. It also improves the quality work of staff.

## **ROLE OF LIBRARY STAFF**

Best service and user satisfaction when we get these two things that means a lot. Because if user is satisfied that mean we have completed our task. This gradually increase the number of library users. "Behavior of library staff makes a large difference in the quality of service and number of users understanding and polite behavior". Library staff plays a very crucial role in finding and recommending books as the arrange the books and other staff according to the demand and daily needs which not only save time but also helps student to get the best.

## **LIBRARY READERS**

In our busy life people don't like to interfere in each other's life especially if they are in library they don't even care to bid each other. Readers only care about the information, knowledge and book they want so it is the responsibility of staff members to provide the books and resolve

the library issues as soon as possible to save staff members and users valuable time. Readers are always curious and excited about the new edition of books specially if it is a novel series or some question based book so it is the responsibility of library staff to update the books edition as soon as possible to maintain a good number of users.

## **EXPECTATIONS**

Whenever we talk about something or need something we expect perfection in every single thing and in case of education the bars of expectations are even higher than the clouds. In library everyone wants instant service with the best knowledge and material. Library is the base of every educational field. Library have different-different kinds of materials, knowledge and information by which user choose accordingly library staff's first preference should be the users need and saving their time by quick service not only this but also giving them the best reference and material according to their needs and condition.

## **ENCOURAGE TO EACH OTHER**

We can never grow without the support and encouragement of our colleges and co-workers. When it comes to an organization or public place then work plays a major role in the best service every best library have best team work and good understanding which help them to face all the problems at ease. Library staff meeting not only encourages staff members to put their thoughts and perspective but also increase the confidence and understanding among their co-workers. Which results in the betterment of the library? Encouragement not only help the members to move forward, but also create a friendly and happy environment.

## **TRUST**

In order to grow we have to trust each other. Trust is the basic and main foundation of anything and everything. Trust not only defines a part of humanity but also make bonding stronger between the readers. If the staff members don't trust the students review on the library service and books then the automatically a connection between education and students due to misconception about the books and their knowledge inside. Because in this busy world everyone wants to be listened and understand. And if we don't trust each other we can't make any place a better place.

## **COLLABORATION WITH OTHER PEOPLE**

A library is consist of many types of people doing different jobs that can be assistant librarians, librarians and many more as we know that learn work understandings and support matters a lot and when we have numbers of people than we can say we have numbers and ideas, solution and creativity which boost the creativity capability and capacity of an individual. Collaborations helps us to see the blend of two or more minds, concepts and theories which sometimes create a unique style of work which surprise the users with the unique and best work.

## **SUPPORT EMPLOYEE IN THEIR WORK GROWTH**

We can't lift a glass of water if all are finger do not support or don't team work. Library staff need to encourage each other in order to create a better place day by day. Showing support not

only encourages them to put all their efforts, but also to give them a change, confidence to show their creativity. No one is perfect in the beginning of anything everyone has to make mistakes in order to get better that's what we called learning and if we don't support co workers in those crucial moments then we can never reach the top because in success there is always we not me.

## **DELEGATION**

In libraries HOD is the delegate who put his/her first foot forward when it comes to a major issue. These things not only help in work balance but also save every worker from more work load and pressure. It also makes them to be responsible about their duties and work which result in a better team work.

## **CONCLUSION**

Library training and development play a crucial role in enhancing the efficiency, adaptability and effectiveness of library professional in the dynamic information age, by investing in training program and development initiatives, libraries not only improve operational efficiency but also reinforce their relevance in society as centre of learning and access to information. Library training not only encourage the staff members to step forward with their ideas but also give them the solution/new knowledge about their previous hurdles. As a result they can give the fastest service as possible. Training sessions also help in mending the void between the co-workers created by some professional issue which result in better understanding and creating a friendly environment. It also helps in sharing the work load and pressure created due to less knowledge about new things. At last all these training and development help the library to their academics.

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