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Staff Development: A Practical Guide

Andrea Wigbels Stewart, Carlette Washington-Hoagland, Carol T. Zsulya, Library Leadership and Management Association

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Since its original publication more than two decades ago, *Staff Development: A Practical Guide* has remained a respected handbook for supporting one of the most important assets libraries possess: their *human* resources. Staff development and training are not only important but essential to ensure that libraries meet new challenges and fulfill their missions, especially in a constantly changing world where technological innovations directly impact information access for library staff and users alike. This new edition offers unique, state-of-the-art perspectives on such important topics as

- Strategies for building and implementing a staff development program
- Tracking changes through training, including the importance of setting goals and needs assessments
- Refining how staff approaches customer service
- Using instructional design for staff development

This is a volume that every librarian charged with staff development should have at the ready.

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