

Update on Onboarding Processes

**Library Business & HR Service Center
Lightning Talk for Faculty Meeting
March 4, 2020**



Who we are

Library Human Resources, part of the Business & HR Service Center

Person	Role
Skye Arseneau	Interim Director of HR Labor & Employment Relations
Aneitre Johnson	Academic searches (& some Custom Class Civil Service) GAs
Kim Hutcherson	Civil Service searches GAs Hourlies
 Hannah Lafond-Hyman	Will take over Hourlies & Reception
Jake MacGregor	Organization Development & Training
Zoe Revell (50%)	Organization Development & Training

What is onboarding?

Onboarding is the process of helping new hires adjust to the social and performance aspects of their new jobs quickly and smoothly.

-Society for Human Resource Management

“**Onboarding** is a magic moment when new employees decide to stay engaged or become disengaged. It offers an imprinting window when you can make an impression that stays with new employees for the duration of their careers.”

-Amy Hirsh Robinson, Principal of The Interchange Group

“If you want to [retain talent], make sure a new hire’s first year is positive and productive. Organizations with a standardized onboarding process experience **62% greater new hire productivity**, along with **50% greater new hire retention**.”

Carucci, R. (2018, December). To Retain New Hires, Spend More Time Onboarding Them. Harvard Business Review. Retrieved from hbr.org.

Our first goals

Make the onboarding process as smooth as possible by

1. Reviewing and updating onboarding information, and ensuring that it is helpful to both supervisors and new employees
2. Simplifying communication and notifications between key parties (such as the supervisor, HR, Facilities, and IT) to help us, as a whole, be ready for the new employee on their first day
3. Building in some methods to keep these materials and processes up to date

1) Review & update existing materials

- New employee checklists & some additional webpages
- Very detailed—much care and effort went into making them!

Opportunities for improvements:
updating outdated
content & making
them shorter

- Set campus Active Directory (AD) account password if not yet done
- If unit web editor, request CMS account and training (access given by Robert Slater)
- File Storage Options
 - Shared G: Drive for unit, working groups, committees and individual H: Drive:
<http://www.library.illinois.edu/it/helpdesk/hgdrive.html>
 - CITES (NetFiles): <http://www.cites.illinois.edu/netfiles/index.html>
- Get subscribed to appropriate Library Listservs.
- Loanable equipment:
<http://www.library.illinois.edu/ugl/about/LoanableTechnology/technology.html>
- If Voyager access is needed, ask your supervisor to fill out online a Voyager account request form: <https://www-s2.library.illinois.edu/staffonly/voyaccrequest2.php>
- PaperCut printing: <http://www.library.illinois.edu/it/helpdesk/service/publicprinting.html>
- Email options
 - Exchange Email/Calendar: <http://www.library.illinois.edu/it/helpdesk/exchange/>
 - CITES Spam Control Filter: <http://www.cites.illinois.edu/antispam/>
- Request LYNC activation
<http://www.cam.illinois.edu/viii/viii-1.1.htm>
- Appropriate use of computers: <http://www.cam.illinois.edu/viii/viii-1.1.htm>
- Entry in Library online phone directory (both departmental and individual listings):
<http://www.library.illinois.edu/it/helpdesk/phonebook.html>
- Ability to log in to OTRS (Supervisor must log a request in OTRS with employee's NetID to request access): <https://www-s2.library.uiuc.edu/otrs/customer.pl>
- How to find the hostname and Inventory number on your computer (needed for an OTRS request): <http://www.library.illinois.edu/it/helpdesk/hostname.html>
- LibGuides (access given by Merinda Hensley)
- Register for Illini Alert: <http://www.cites.illinois.edu/illinalert/>
- CITES Status of Services: <http://status.cites.uiuc.edu/index.cgi>
- CARLI System Status: <http://blog.carli.illinois.edu/sys-status/>
- Register for the New Hire IT Orientation by clicking Events in the Webstore:
<http://webstore.illinois.edu/home/>

Staff Website - Staff Development and Training

[Emergency Info](#) ▾ [Calendar](#) ▾ [Directories](#) ▾ [Tools](#) ▾ [WordPress Login](#)

[Staff Website](#) > [Training](#) > [Resources for Training and Development](#) > [New Employee Orientation Checklists](#)

New Employee Orientation Checklists

New Employee Orientation Checklists

Type of Checklist	PDF Checklist	HTML Checklist
New Employee Orientation Checklist	Pdf	html
Academic Professional Supplement	Pdf	html
Civil Service Employee Supplement	Pdf	html
Faculty Supplement	Pdf	html
Graduate Assistant Supplement	Pdf	html
Student Assistant Supplement	Pdf	html
Supervisor Information	Pdf	html
Unit Head	Pdf	
Checklist for New Librarians and Others with Teaching Responsibilities: Information Literacy	Pdf	html
Division Coordinators	Pdf	html

2 versions:
PDF &
HTML

Multiple
documents
per
audience

Changes

- One, printer-friendly version (.docx) will make it easier maintain
- The employee gets all the information on one document (e.g., New Academic Professional Checklist) instead of across supplements
- Slimmed-down content to prevent overwhelming new employees with too much information at once
- Separate checklist for the supervisor/unit head since they need to take their own steps to prepare for the employee
- Version date in upper left corner so you can see when it was last updated

What the revised checklists look like. Find them here:
www.library.illinois.edu/staff/training/resources/new_employee/

Version Date: 2/24/2020

Checklist for New Academic Professional (AP) Employees for the EMPLOYEE

Welcome to the Library! This checklist helps you get started and find info about your new job.
Important note: We have been revamping this checklist to make it more useful and streamlined. If you have questions or think there is an error with the content, please ask your supervisor. Your feedback about the checklist would be very helpful; you can send it to Jake MacGregor at jdmac@illinois.edu.

Before your first day:

- ☐ Complete the UI New Hire process to get your **NetID**, email, and other important accounts (<https://newhire.uihr.illinois.edu/>)
- ☐ If you are new to the University, you will complete your E911 Acknowledgement form as part of the UI New Hire process. However, if you are returning to the University, you should complete the E911 Acknowledgement form at <http://uc.illinois.edu/e911acknowledge>. Once the form is submitted, you can contact Library IT Help Desk (below)
- ☐ Email the Library IT Help Desk (help@library.illinois.edu) and let us know:
 - ☐ Your **NetID**, to confirm you have been added to Library systems
 - ☐ That your e911 acknowledgement is complete, so that your Lync/Skype for Business account (phone number) can be requested. See <https://www.library.illinois.edu/staff/it/emailphonefax/lyncvoip/>
- ☐ Sign up for your Benefits Orientation with campus-level HR at <https://www.obfs.illinois.edu/training/registration/> or through UI New Hire
- ☐ Verify that you set up direct deposit for your salary, which is paid monthly on the 16th. See <https://www.hr.illinois.edu/pay/directdeposit>
- ☐ Confirm with your supervisor where and when you should meet for your first day
- ☐ Explore your options for commuting to work including arranging for parking: www.parking.illinois.edu or using the public bus system: www.mtd.org
- ☐ Log into your University email to confirm that it's working. You can access it at <https://outlook.office365.com/>. If you are brand new to the University, your email may not work until your appointment fully processes, which may be a couple days after your start date.
- ☐ Verify you've signed up for Illini Alerts (campus-wide emergency system) at <https://emergency.illinois.edu>
- ☐ Get your **iCard**—your official University ID that allows free access to bus system and other things. Read where to go and what to take with you here: <https://www.icardnet.illinois.edu/>. You can also get this on or after your first day if you are not on campus yet.



Available now:

Updated checklists for new

- Academic Professionals
- Civil Service
- Faculty employees
- (as well as the equivalent versions for their supervisors/unit heads)

Find them here:

www.library.illinois.edu/staff/training/resources/new_employee/

(or search Library webpages for “new employee”)



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New Employee Onboarding Checklists

Update: New Checklists Available

As of Spring 2019, there are revised checklists available for Civil Service, Academic Professional and Faculty employees (see below). To help clarify the onboarding process, these new checklists have separate versions for the supervisor and the employee. They are listed in the table below in a printable .doc version.

The older checklists are also available below for roles such as GA, unit head, supervisor, etc., but will be revised in the future.

For questions, contact Jake MacGregor (jdmac@illinois.edu)

Type of Checklist		
New Civil Service Employee Checklist (Updated for 2019)	For the employee (.doc)	For the supervisor (.doc)
New Academic Professional Employee (Updated for 2019)	For the employee (.doc)	For the supervisor (.doc)
New Faculty Employee (Updated for 2019)	For the employee (.doc)	For the unit head (.doc)
Graduate Assistant Supplement		html , Pdf
Student Assistant Supplement		html , Pdf
Supervisor Information		html , Pdf
Unit Head		Pdf
Checklist for New Librarians and Others with Teaching Responsibilities: Information Literacy		html , Pdf
Division Coordinators	Pdf	html

What the revised
New Employee
Onboarding
Checklist page
looks like now
(a work in progress)

2) Simplifying notifications

- To provide a great first day on the job, we also want to make sure new employees have as much in place for them as possible when they arrive (workspace, computer, keys, nameplate, etc.)
- Sometimes the workspace itself needs facility or technical repair or updates, and this work can take several weeks or more to complete
- There has been no existing, defined process for how supervisors and unit heads can give IT and Facilities notice at the start of a search so that they can use that “lead time” to complete any necessary upgrades before the employee starts

“Workplace Readiness Form”

- For when you know a person will be joining your team down the road (AP, Faculty, Civil Service)
- Collects some basic info about anticipated start date, where the workspace is located, what the employee’s role is, etc.
- Supervisors submit form after getting approval to fill a position to provide IT & Facilities with as much time as possible for completing repairs/upgrades to the room, network/data, etc.
- The form creates tickets in *both* Facilities’ and IT’s OTRS queues so you can provide the information just once and both groups get it!
- Available at go.library.illinois.edu/workspace_readiness

Library Hiring: Workspace Readiness Form

Please use this form to provide early notice to Library IT and Facilities that you are planning to hire, in case work needs to be done in the space so it is ready for use. For questions about this form, contact Jake MacGregor at jdmac@illinois.edu.

• 1. Position Title

• 2. Type of Position:

- ☐ Faculty (tenured or tenure-track)
☐ Academic Professional
☐ Civil Service
☐ Other - Please explain

• 3. Percent (%) FTE:

- ☐ 100%
☐ 75%
☐ 50%
☐ 25%
☐ Other Percentage:

• 4. Permanent or Visiting?

- ☐ Permanent
☐ Visiting
☐ Other - Please explain

• 5. New or Vacant?

- ☐ New
☐ Vacant
☐ Other - Please explain

6. If vacant, please enter name of previous incumbent

• 7. Estimated Start Date

What the new Workspace Readiness form looks like.
Find it here:
go.library.illinois.edu/workspace_readiness

“New Employee Starting”

- For when you know *who* is starting (AP, Faculty, Civil Service)
- Collects more detailed info about anticipated start date, who the person is, so that keys and access, computers, etc. can be prepared
- Supervisors submit form ideally as soon as candidate accepts the employment offer
- Again, the form creates tickets in *both* Facilities' and IT's OTRS queues for you
- Available at: go.library.illinois.edu/new_employee

Library Hiring: New Employee Starting

Please use this form to communicate with Library IT, Facilities, and HR about your new hire to help their first day go smoothly. For questions about this form, contact Jake MacGregor at jdmac@illinois.edu.

♦ 1. What is your new employee's name?

2. What classification is your new employee?

- ☐ Academic Professional
- ☐ Faculty
- ☐ Civil Service (Exempt)
- ☐ Civil Service (Non-Exempt)
- ☐ Graduate Assistant
- ☐ Student Assistant
- ☐ Academic Hourly
- ☐ Other

♦ 3. Which unit/group will your new employee be working in?

4. What is your new employee's NetID? If you don't have this information yet, that is OK. You can still fill out the rest of this form.

5. What is your new employee's UIN (9-digit number)? If you don't have this information yet, that is OK. You can still fill out the rest of this form.

6. What date will your new employee start?

7. Where is your new employee's office location?

Information for Library IT

This section is about your new employee's IT needs

8. IT will provide a standard Windows workstation with keyboard and mouse for your new employee to use (if they are eligible for CTAP, they can choose their equipment after they settle in). Are there other considerations that IT needs to be aware of for your employee's first day?

9. If your new employee is a Faculty member or Academic Professional, would you like to schedule a brief meeting on your employee's first day to have IT visit to ensure your new employee can log into their computer? If you mark Yes, a Help Desk employee will reach out to schedule this with you.

- ☐ Yes, I would like IT to reach out to me to schedule a meeting on my new employee's first day
- ☐ No, this is not necessary

10. Does your employee have any ergonomic needs? If yes, please provide a link to the specific ergonomic equipment so that IT and/or Facilities can look into getting suitable equipment.

♦ 11. Does your employee need a Skype for Business account for phone calls and instant messaging capabilities?

- ☐ Yes
- ☐ No

If you are not sure, IT will contact you for more information.

What the New Employee Starting form looks like.
Find it here:

go.library.illinois.edu/new_employee

3) Building in maintenance/updates

- Important to keep these checklists/forms as current & useful as possible to support a positive experience for both supervisors and new employees
- HR building in semi-annual review of checklists
- But more eyes are better! Info at top of checklists, checklist webpage, and the forms to provide feedback or corrections.
- HR, IT, & Facilities meeting regularly to discuss how these streamlined notifications and processes are working & look for future opportunities

Big thank-you to the 20+ supervisors & unit heads, existing employees, and new employees who helped by trying out the new checklists and/or forms and providing feedback!

What we are asking now:

- Please use the new checklists and forms as part of your own onboarding practices when you have a new employee. This will help us provide a more consistent onboarding experience to new employees.
- We welcome your feedback! These materials are “living” documents and communication practices that need refinement & continuous improvement
- Please reach out anytime with questions! Easiest way is email Jake at jdmac@illinois.edu or stop by the HR office (127). We will also share info on LibNews and offer open sessions to supervisors as needed.