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

<table>
<thead>
<tr>
<th>Person</th>
<th>Role</th>
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</thead>
<tbody>
<tr>
<td>Skye Arseneau</td>
<td>Interim Director of HR Labor &amp; Employment Relations</td>
</tr>
<tr>
<td>Aneitre Johnson</td>
<td>Academic searches (&amp; some Custom Class Civil Service) GAs</td>
</tr>
<tr>
<td>Kim Hutcherson</td>
<td>Civil Service searches GAs Hourlies</td>
</tr>
<tr>
<td>Hannah Lafond-Hyman</td>
<td>Will take over Hourlies &amp; Reception</td>
</tr>
<tr>
<td>Jake MacGregor</td>
<td>Organization Development &amp; Training</td>
</tr>
<tr>
<td>Zoe Revell (50%)</td>
<td>Organization Development &amp; Training</td>
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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.**”

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Opportunities for improvements: updating outdated content & making them shorter
<table>
<thead>
<tr>
<th>Type of Checklist</th>
<th>PDF Checklist</th>
<th>HTML Checklist</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Employee Orientation Checklist</td>
<td>Pdf</td>
<td>html</td>
</tr>
<tr>
<td>Academic Professional Supplement</td>
<td>Pdf</td>
<td>html</td>
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<tr>
<td>Civil Service Employee Supplement</td>
<td>Pdf</td>
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<tr>
<td>Faculty Supplement</td>
<td>Pdf</td>
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<td>Graduate Assistant Supplement</td>
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<td>Pdf</td>
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<tr>
<td>Checklist for New Librarians and Others with Teaching Responsibilities: Information Literacy</td>
<td>Pdf</td>
<td>html</td>
</tr>
<tr>
<td>Division Coordinators</td>
<td>Pdf</td>
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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/
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”)

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)

<table>
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<tr>
<th>Type of Checklist</th>
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<th>For the supervisor</th>
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<tbody>
<tr>
<td>New Civil Service Employee Checklist (Updated for 2019)</td>
<td>.doc</td>
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<tr>
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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
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](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 John McGregor at johnmc@illinois.edu.

1. What is your new employee’s name?

2. What classification is your new employee?
   - Academic Professional
   - Faculty
   - Oral Service (Exempt)
   - Oral Service (Non-Exempt)
   - Graduate Assistant
   - Undergraduate Assistant
   - Academic Hourly
   - Other

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

4. What is your new employee’s NestID? 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 UNID (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 may 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 computers? If you mark Yes, a Help Desk employee will reach out to schedule this with you.
   - Yes
   - No, this does not apply
   - I would like to schedule a meeting on my new employee’s first day

10. Does your employee have any ergonomics 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

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.