

# MENTORING MAGIC

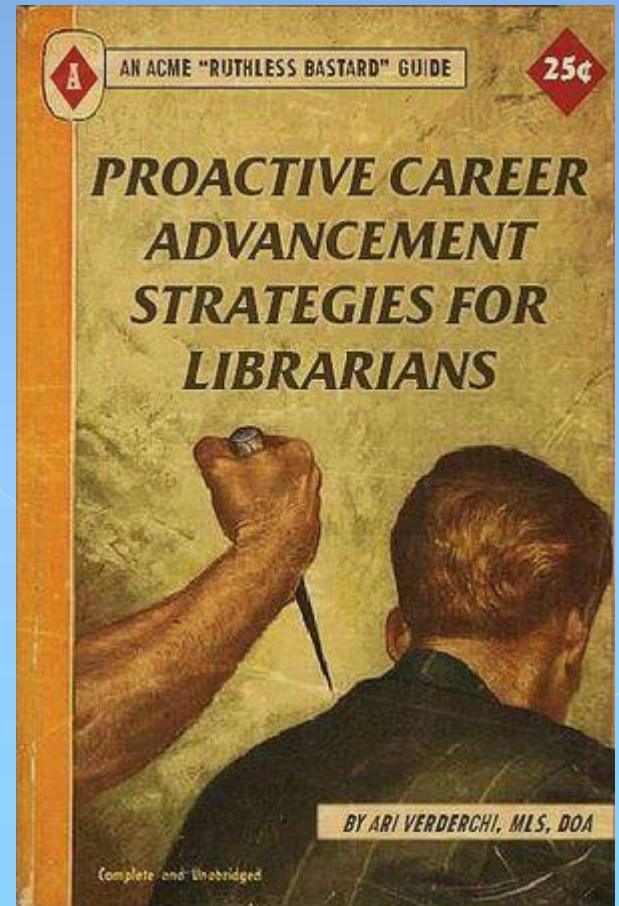
## *Creating Mentoring Relationships for Powerful Staff Transformation*



Kristin Eberhart, Augusta-Richmond County Public Library System  
Machelle Hill, Coweta Public Library System  
Oscar Gittemeier, Atlanta-Fulton Public Library System  
Jean Mead, Hart County Public Library  
Julia Simpson, Piedmont Regional Library System

# Mentoring Magic: Intro

- ① Mentor / Mentee
- ① Knowledge Transfer
- ① Organizational Challenges
  - > Intergenerational Communication
  - > Diversity
  - > Technology
- ① Succession Planning

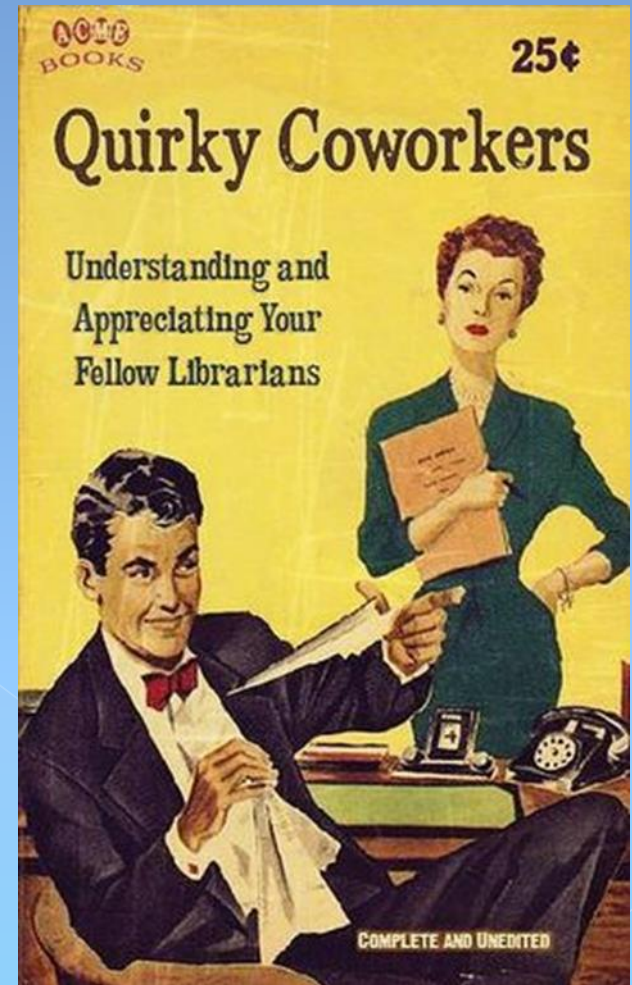


# Mentor

- An experienced and trusted adviser that trains and counsels

# Mentee

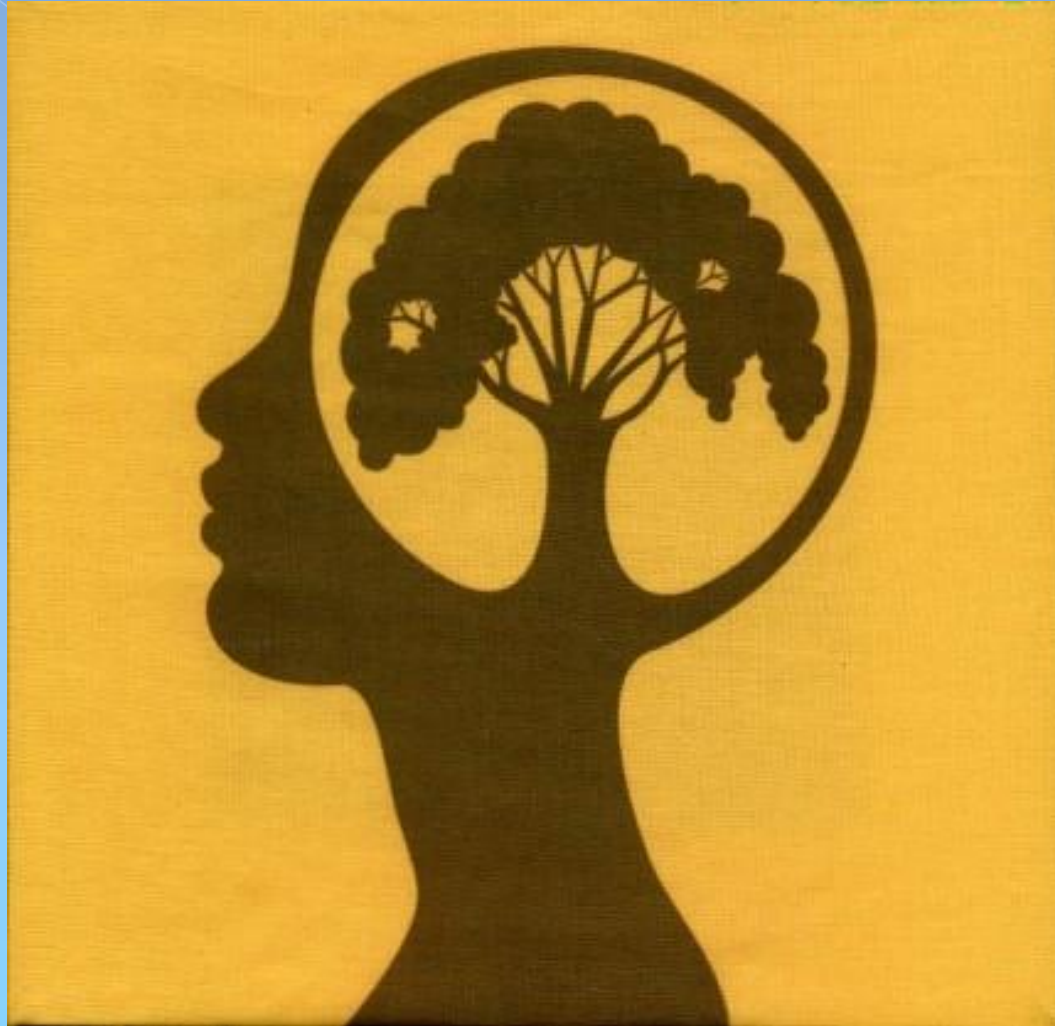
- Advised, trained, or counseled by a mentor



# Why Does Mentoring Matter?

- ① Transfer institutional knowledge
- ① Encourage intergenerational relationships
- ① Increase diversity and improve inclusion
  - ① Keep abreast of technology trends
- ① Part of succession planning

# Knowledge Transfer



# Knowledge Transfer

- **Explicit Knowledge**

- Direct Transfer

- Observable

- Ex. Training Guide

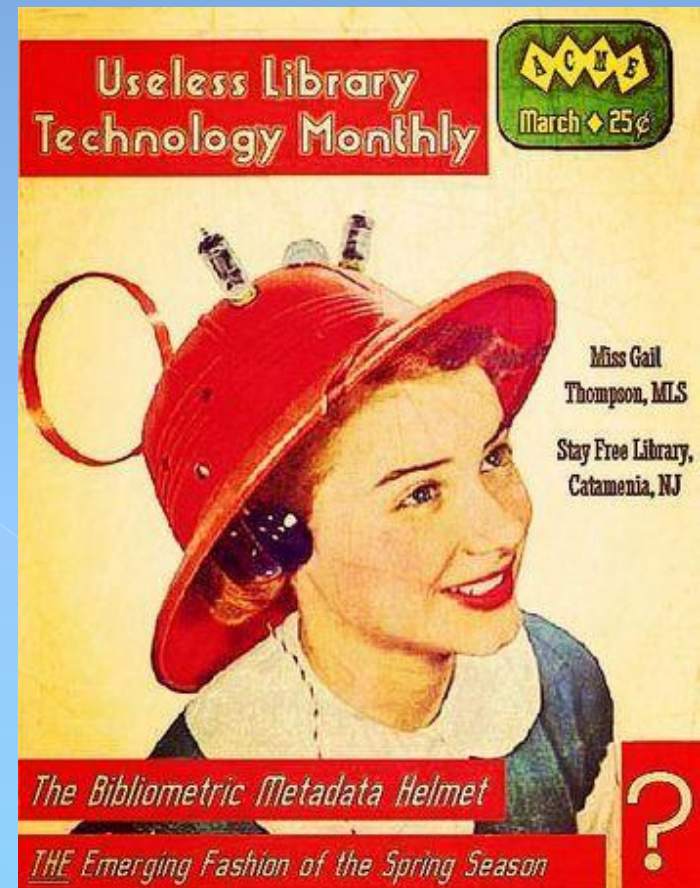
- **Tacit Knowledge**

- Indirect Transfer

- Not Easily Scalable

- Ex. Info that is,

- “Taken for Granted”



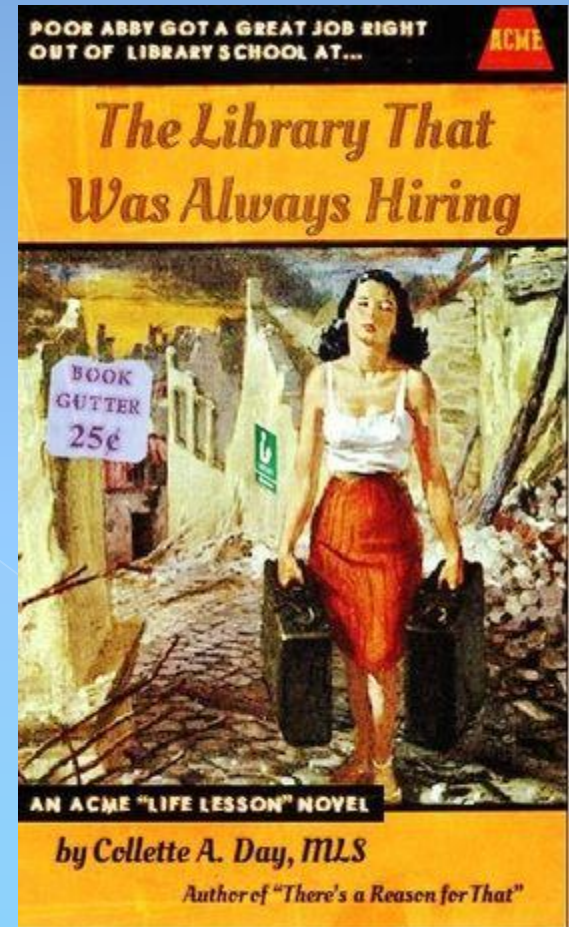
# Organizational Challenges: Leaping Hurdles Toward Mentoring Magic



<http://www.blackpast.org/aah/coachman-alice-marie-1923>

# Intergenerational Mentoring

- One size doesn't fit all
- Bi-Directional Mentoring
- Progressive Mentoring
- Peer Mentoring





# What is Diversity / Inclusion?

- **Diversity:** Different forms, types, and ideas
- **Inclusion:** A set of behaviors [culture] that encourages employees to feel valued for their unique qualities and experience a sense of belonging.

United States Office of Personnel Management,  
Office of Diversity and Inclusion Strategic Plan



# Why Does Diversity/Inclusion Matter?

- ALA Core Value and Key Action Area
- Legal Responsibility
- Improved Services for the User



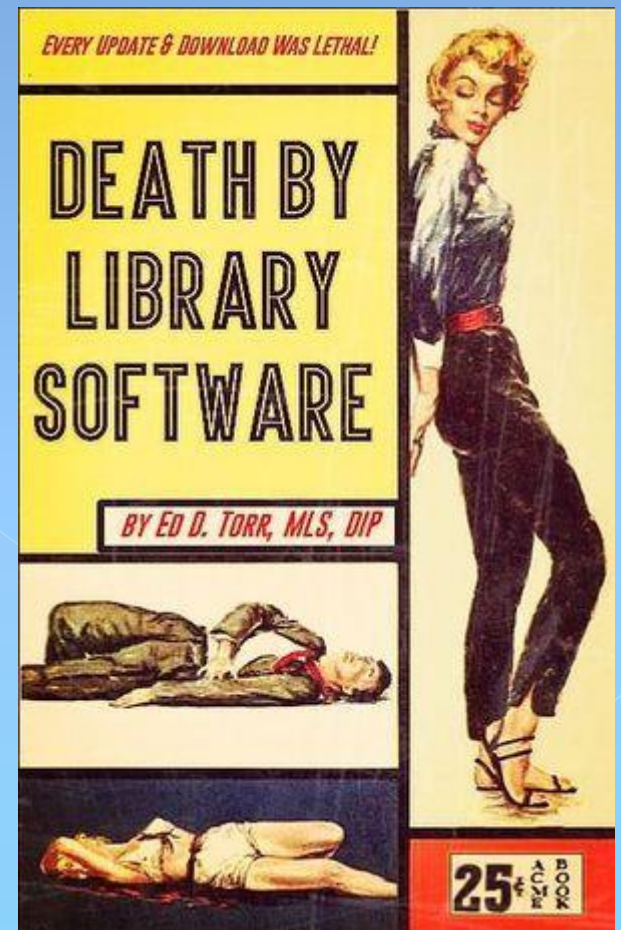
# What is Diversity Mentoring?

- Open Dialogue
- Shared Understanding
- Suspending Judgement
- Mutual Learning
- Differences Are Integral to Learning and Growth



# Mentoring and Technology

- Technical Competencies
- Hard Skills
- Soft Skills
- Reverse Mentoring
- Peer Trainers



# Mentoring and Technology

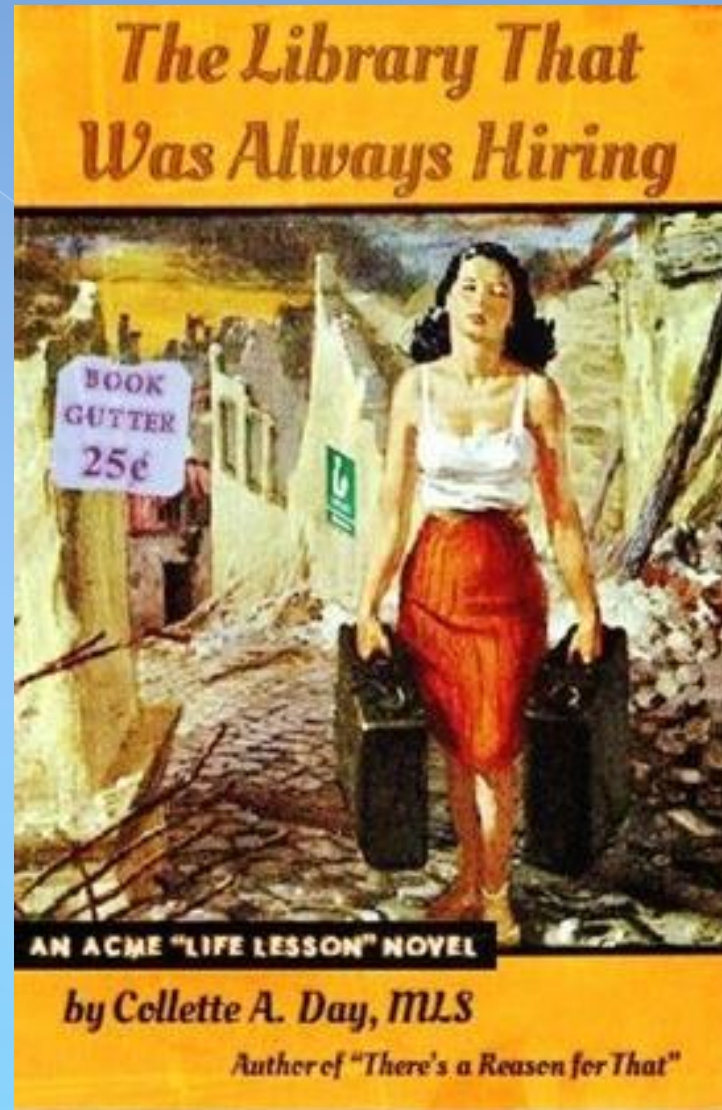
## ● Self-Directed Training:

- > Webinars
- > Online Tutorials
- > Manuals
- > Example: <http://learning.georgialibraries.org/>



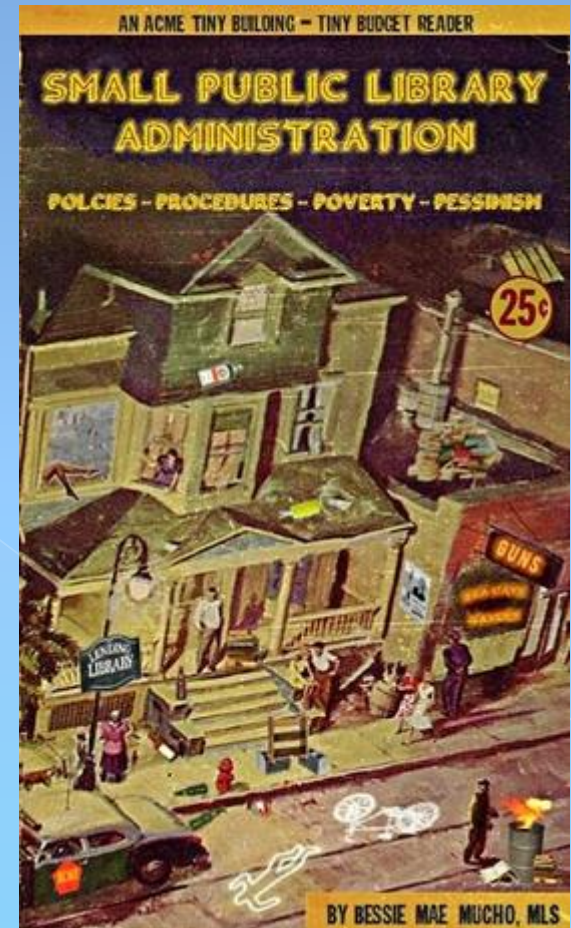
GEORGIA PUBLIC LIBRARY SERVICE  
LEARNING CENTER

# Succession Planning



# What is Succession Planning?

- Anticipate Staff Changes
- Create a Strategic Plan
- Identify Potential Staff
- Determine Gaps in Knowledge
- Provide Training and Coaching



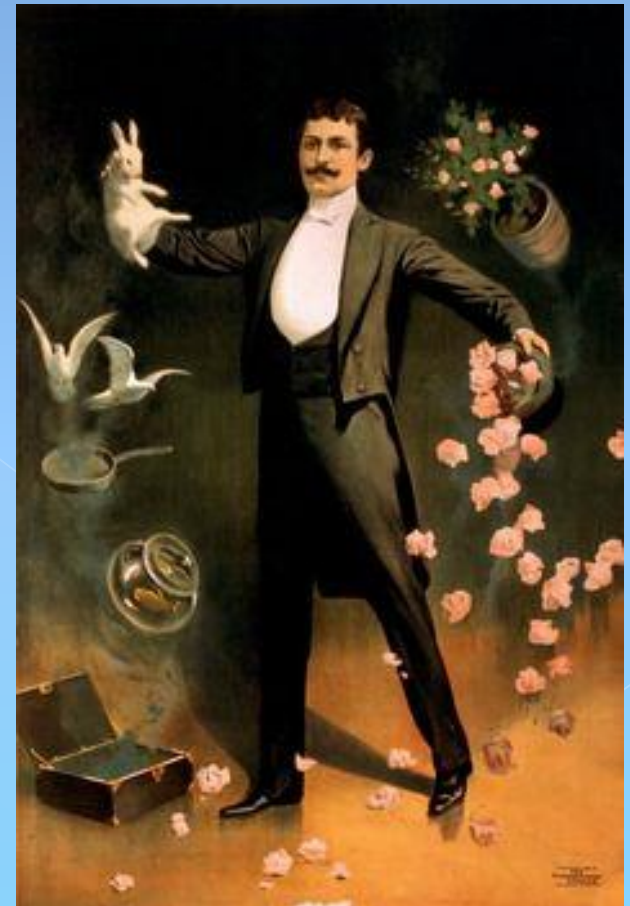
# Succession Planning

- ④ Analyze the demographics of your key positions.
- ④ Identify potential employees for lead positions.
- ④ Assess candidates' strengths and weaknesses.
- ④ Develop a training program to build competencies.



# Mentoring Magic Conclusion

- Mentor / Mentee
- Knowledge Transfer
- Organizational Challenges
  - > Intergenerational Communication
  - > Diversity
  - > Technology
- Succession Planning



# Additional Resources

**United States Office of Personnel Management, Office of Diversity and Inclusion.** "The New Inclusion Quotient (the New IQ)." YouTube. 2014. Accessed August 08, 2016.  
<https://www.youtube.com/watch?v=xXU2czYzfbI>.

## **Office of Diversity and Inclusion Resource Guide**

<https://www.opm.gov/policy-data-oversight/diversity-and-inclusion/reference-materials/>

## **Diversity Training Guidelines**

<https://www.opm.gov/policy-data-oversight/training-and-development/reporting-training-data/#url=Conducting-Diversity-Training>

## **Sample Employee Survey**

<https://www.opm.gov/policy-data-oversight/data-analysis-documentation/employee-surveys/>