

University Libraries Onboarding Guide for Faculty

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Introduction

Onboarding is the process of performing all the organizational actions that support new employee integration. The terms “orientation” and “onboarding” are sometimes used interchangeably, but in fact orientation occurs during the first days of employment, and onboarding is a longer process. Orientation is a structured event that focuses on the information the new employee needs to know to get started, such as an introduction to the organizational structure, policies, and procedures. It is one piece of the onboarding process. Onboarding can last anywhere from 3 months to a year, depending on the responsibilities of the position and the amount of organizational understanding necessary to be successful in the role. Effective onboarding reduces stress for the new employee, increases productivity, and fosters engagement. This guide provides an overview of the onboarding process, roles and responsibilities, best practice guidelines, and tips/tools that will assist in a smooth and successful transition for new University Libraries faculty.

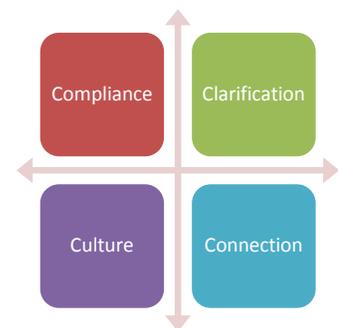
The building blocks of successful onboarding are sometimes referred to as the **Four C's**:

Compliance: Teaching basic legal and policy-related rules.

Clarification: Ensuring that employees understand their jobs and related expectations.

Culture: Providing a sense of organizational norms, both formal and informal.

Connection: Helping employees establish relationships and information networks.



Process Overview and Timeline

Pre-arrival	Orientation	Onboarding (initial)	Onboarding (ongoing)
<ul style="list-style-type: none"> • Complete hiring leader's onboarding checklist. • Assign an onboarding colleague. • Set-up work space and systems. • Gather supporting documentation. 	<ul style="list-style-type: none"> • One-on-one meetings with leader. • Meetings with HR (forms, benefits). • Introductions and meetings with colleagues. • Review of Libraries policies, procedures. 	<ul style="list-style-type: none"> • Complete all necessary training. • Meet regularly with employee to review job expectations, provide feedback and support on initial goals. • Encourage development of a first year research plan. 	<ul style="list-style-type: none"> • Continue to meet regularly with employee. • Interim review is conducted as appropriate i.e., between 3 and 6 months.

Best Practices

Best practices:	Tools:
Create a written onboarding plan (objectives, timeline) and a schedule of trainings and other meetings for each new faculty member.	New Employee Orientation: Supervisor Checklist Onboarding plan template Typical schedule days 1-2
Organize/assemble informational resources, including references to useful online resources/web support.	New Employee Information web site (OSU Libraries) Welcome Packet Support Services (OSU Libraries)
Assign an onboarding colleague, who will function as a peer mentor during the orientation period. Peer mentors provide "safe havens" for new faculty to ask questions, gain knowledge, and explore the culture.	Onboarding colleague tips and checklist
Manage announcements and introductions, to set up the new faculty member for success in networking and establishing critical relationships.	Announcements and letters
Ask for feedback.	New employee check-in interview questions

Roles and Responsibilities Overview

Onboarding is a **shared responsibility**, with activities managed by the hiring division/department and by Libraries Human Resources. As the supervisor and colleague of newly hired Libraries faculty, you play a critical role in facilitating their successful integration into the Ohio State community. Ensure that new faculty feel genuinely welcomed and believe that their entry into the Libraries was handled professionally, with care.

Hiring leader responsibilities include:

- Creating a positive first day experience.
- Coordinating with HR and other Planning & Administration division staff prior to arrival to insure preparation of the workspace, setting up user accounts, etc.
- Defining job responsibilities and performance objectives, expectations.
- Helping the faculty member establish research goals, when appropriate, and become involved in relevant library, campus, and national service initiatives.
- Describing Libraries and division policies, decision-making processes and procedures.
- Explaining the culture of Ohio State University and university/faculty governance.
- Provide a vision of the impact the new employee's position has and could have on the department, division and how the individual might contribute to the Libraries Strategic Plan.
- Giving early verbal performance feedback.
- Providing strong coworker support, including identifying an onboarding colleague who will assist with orientation activities. This colleague may work in any division of the Libraries.
- For a **complete listing of hiring leader responsibilities**, see: [New Employee Orientation: Supervisor Checklist](#)

Onboarding colleague responsibilities:

- Be an informational resource for the new faculty member on policies, procedures, norms, etc.
- Provide insight, feedback, and information that support social involvement in the Libraries.
- Be a tour guide; provide introductions.
- Identify resources to help the new employee.
- For an **overview of onboarding colleague responsibilities**, see: [Onboarding Colleagues Tips and Checklist](#)

Libraries Human Resources Office will:

- Send new hire notification to key contacts (for keys, phone, computer setup, signature authority, etc.) to begin the process of preparing an acceptable work environment. The **leader must follow up** with these individuals to ensure that the workspace will be ready and has all necessary equipment and supplies.
- Order a library badge.
- Copy faculty CVs to Larry Allen for preparation of an announcement.

- Set meeting with the new hire within first 30 days to discuss: benefits, retirement plans, performance management, safety procedures, HR policies/procedures, training opportunities.
- Inform about the Employee Self Service site: to update personal and tax information, make benefits selections during open enrollment, add/edit direct deposit, and review pay stubs.
- For a **complete listing of HR responsibilities**, see the [New Employee Orientation: HR Checklist](#).

New Employee: The [New Employee Orientation: Employee Checklist](#) provides a **detailed outline of the initial responsibilities** of the new faculty member. Share a print copy of this with the employee in a [Welcome Packet](#) and email a digital copy to facilitate using the links embedded in the document.

Onboarding Colleagues Tips and Checklist

The onboarding colleague is an individual identified by the hiring leader who can assist with the new faculty member's orientation to the Libraries and university. Additionally, the faculty member will later be able to identify a faculty mentor, with assistance from the AP&T Mentoring Coordinator. That mentor will focus primarily on supporting the faculty member's research interests.

Selection Criteria:

- A colleague in University Libraries who has familiarity with the library and campus communities.
- A good ambassador for the Libraries.
- Patient, with good communication and interpersonal skills.
- Willing to take on responsibilities associated with the on-boarding colleague role.

Tips:

1. Don't worry about being perceived as the "expert." Your experience is important to the new employee. You don't have to have all the answers.
2. Be patient and positive. It takes time to develop a relationship. Don't try to cover everything right away. Onboarding colleagues need to allow enough time for growth.
3. Look for a preferred style of communication and/or cultural identification.
4. Listening may be more important than giving advice.
5. Don't be judgmental; ask questions such as: "What do you need?" "What makes you feel that way?" "How can I help?" etc.
6. Keep a good attitude and stay in a teaching spirit.

Checklist:

- Plan to be available on the first or second day to meet the new employee.
- Coordinate with the hiring leader to determine expectations for your initial responsibilities.
- Introduce the new employee to others.
- Meet with the new employee by the end of the first week to see how things went.
- Answer questions the new employee may have.
- Provide a tour of essential areas when requested by the hiring leader.
- Arrange to meet them for lunch during the first week.
- Ask if anything is needed, and connect them to the best people to meet those needs.
- Offer encouragement and continue to connect regularly throughout their first months.

NEW EMPLOYEE CHECK-IN INTERVIEW

Sample questions to initiate a discussion with a new faculty member during their first week.

1. Who have you met this week (colleagues, department contacts, etc.)?
2. If you had questions, who was available to answer your questions?
3. What has our team done to make you feel comfortable?
4. What was the best part of your first week? What did you find most interesting?
5. What was the most challenging part of your week? How could we have made that challenge easier to manage?
6. Is there anything that you think we should change to help new faculty during their first week?

ANNOUNCEMENTS AND LETTERS

Consider the following when drafting a message introducing a new direct report to the department/division or key university constituents:

1. Be Upbeat: Focus on how excited you are to welcome this new faculty member.
2. Be Brief: It's important to provide background information on your new faculty member and that person's responsibilities.
3. Be Helpful: Encourage the new employee's colleagues to reach out to help the new employee acclimate to his/her new role.

See a **sample announcement** and **welcome letter** in the Libraries [New Employee Orientation: Supervisor Checklist](#).

LINKS

OSU Libraries [New Employee Information](#) website

OSU Libraries [Support Services](#) and [Information Resources](#)

OSU Libraries [Faculty Responsibilities](#)

OSU Libraries Human Resources [New Employee Orientation Checklists: HR, Supervisor, Employee](#)

OSU Human Resources [NEO Online](#) website (requires name.# login)

OSU Human Resources [Policies](#)

OSU [Employee Self-Service Center](#)

OSU [Identity and Access Management](#)

TYPICAL SCHEDULE DAYS 1-2

DAY ONE:

1. Brief meeting with hiring leader.
2. Send the employee to Bricker Hall to for new hire paperwork (if not already completed). OAA will input this information into the HR system, generally within a few hours. This process will generate the employee ID number (needed for BuckID and library badge) and an email to the employee with their name.#, directing them to my.osu.edu to set up a password.
3. Return to the Libraries and continue meeting with hiring leader.
4. Meeting with HR staff.
5. Lunch with leader and/or onboarding colleague.
6. Tour of work areas, schedule meetings with colleagues as appropriate.
7. Brief meeting with Security Coordinator to receive keys.
8. Send employee to Ohio Union for BuckID and Bevis Hall for parking permit.

DAY TWO:

1. Meeting in office with IT staff, who will set up computer and insure access to network, and provide an overview of email, calendar, Box, shared drives.
2. Meeting with hiring leader to plan/discuss orientation/onboarding schedule.

WELCOME PACKET

Typical contents:

- [New Employee Orientation: Employee Checklist](#)
- Job description
- First day parking pass
- Business card proof
- Campus and Libraries Locations maps
- Libraries informational publications (Guide to Library Resources and Services, etc.)
- Contact names and phone numbers (hiring leader, HR contact, IT Help Desk, staff in unit, etc.)
- List of training related links
- Schedule for first two weeks