

CLENEExchange

March 2000

“School ends, but education doesn’t.”

Volume 16, Number 3

President’s Message

by Diane Brown

Two important issues emerged at the January 2000 Midwinter conference of the American Library Association. I would like your help in generating ideas and a discussion on the CLENERT electronic discussion list. (To subscribe to the list, see directions on page 3.)

The first issue is that of certification of workshops. This issue was discussed by the Committee on Education. Draft criteria for judging workshops was initiated as well. There are many aspects to post-MLS certification. The Public Library Association division has been discussing a training curriculum for public library directors; hence, the issue of certification of the workshops to be completed. This has ramifications for all of us who deal with staff development and training. Is certification of workshops feasible? If so, what and who should determine the requirements?

See president’s message continued on page 2

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New Contact

Please add to your list in the September 1999 issue: for 1998-2000, CLENE’s representative to the Literacy Assembly:
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Head of Special Serv.
Ela Area Public
Library District
135 S. Buesching Rd.
Lake Zurich, IL 60047

Reinventing Training

by Gail McGovern



How has technology changed your training?

Successful trainers are well aware of the need to master of variety of training methods. Instructional design must accommodate the integration of participants’ existing skills and experiences to be effective. Computers and the Internet are giving us an opportunity to reevaluate what we can accomplish. National and state surveys have shown that the majority of library staff who do training are assigned to the training function only a small fraction of their time.

Are you hard pressed to keep up with the need for basic training sessions, let alone, able to provide the high quality productions seen at the American Society for Training and Development conferences? Technology can help level the playing field. Now that libraries are finding ways to purchase additional computers, it is time to take a closer look at how to maximize the use of technology for staff training.

If you haven’t taken advantage of the many new strategies for reinventing how your library does training, start now by learning from those who have emphasized techniques such as:

- creating a single on-line site for staff where all

See reinventing continued on page 6

CLENExchange is the official publication of the Continuing Library Education Network and Exchange Round Table (CLENERT) of the American Library Association.

It is distributed free to members of CLENERT and is published quarterly in September, December, March and June.

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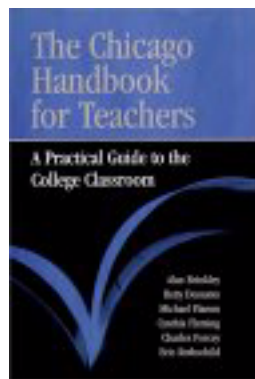
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Who decides what workshops are suitable for the curriculum? And, most importantly, how would one evaluate the transfer of training? How would you determine when people should be certified, e.g. after completing the training or after exhibiting some the Midwinter conference. Since continuing education & training and program planning are our "thing", the ALA Conference Committee is seeking our feedback on the following goals for improving the Midwinter conference:

1. Make the conference more efficient and cost effective for members by encouraging committees to meet only once and explore uses of the Internet.
2. Make the conference more meaningful by initiating some limited programming. The idea is that this could be done if Goal 1 is realized.
3. Make the conference less formidable to new attendees through orientation and mentoring.
4. Improve evaluation instruments and devise methods of gaining input from both members who attend the conference and those who do not.

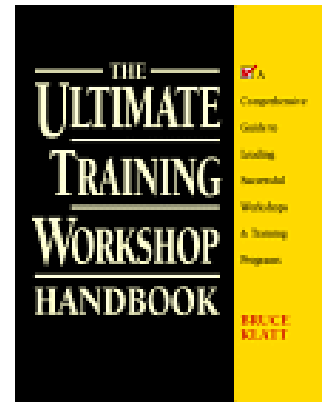
If you have ideas to improve the Midwinter conference, how certification of workshops should be handled and/or any other issues of interest to those in continuing education, please post your comments to the CLENERT list (see page 3 for information).



Chicago Handbook for Teachers by Alan Brinkley. University of Chicago Press, 1999.

This handbook offers practical advice on preparing a syllabus, leading a discussion, evaluating your own teaching, delivering an effective lecture, and supervising students' writing and research.

Of special interest is a discussion of when and how best to incorporate electronic resources.



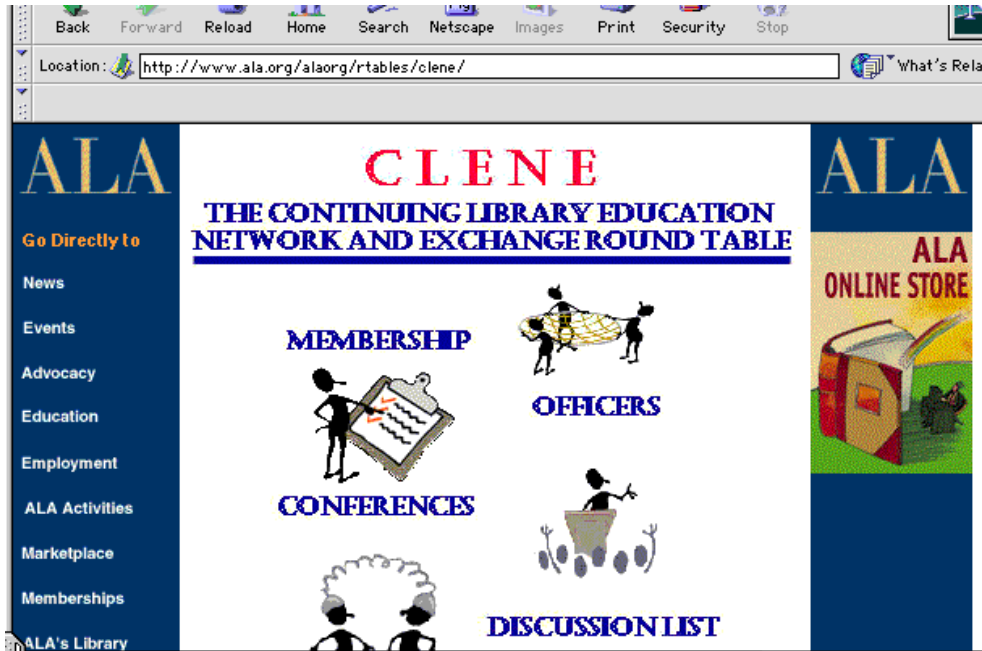
The Ultimate Training Workshop Handbook: A Comprehensive Guide to Leading Successful Workshops & Training Programs by Bruce Klatt. McGraw-Hill, 1999.

This comprehensive, 600 page guide will answer just about every question a consultant/trainer/might have about putting together a successful training program, from motivating participants to measuring the results.

Based on the author's 25 years of workshop experience, the book features hundreds of professional tips and tricks, including reproducible checklists, diagrams, and models, for every step of the process..... from the contracting stage to evaluating results.

Update on the CLENE Website

The CLENE website (<http://www.ala.org/alaorg/rtables/clene>) now features: the CLENE leadership roster with e-mail links, schedule information for CLENE activities at the ALA 2000 Annual Conference in Chicago, the most recent CLENEExchange issues (September 1998 through December 1999) you can download as Adobe Acrobat (pdf) files, and how to sign up for the CLENE e-mail discussion list. Be sure to check it out.



CLENE website (<http://www.ala.org/alaorg/rtables/clene>)

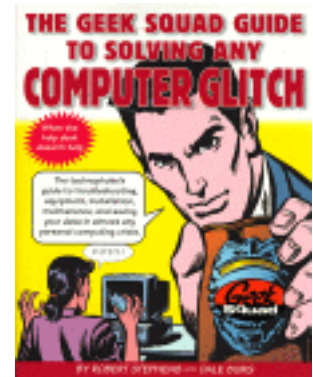
Use e-mail to share your thoughts about continuing education: subscribe to the CLENE list

To subscribe to the CLENERT discussion list, send an e-mail message to listproc@ala.org

- leave the subject line blank.
- in the body of the message type:
- subscribe CLENERT [YourFirstName] [YourLastName]

Once subscribed, you should receive a standard welcome message.

To post messages to the discussion list, send an email to: CLENERT@ala.org



The Geek Squad Guide to Solving Any Computer Glitch by Robert Stephens. Fireside, 1999.

To help you diagnose what may be easily solvable problems and learn how to fix things cheap, the Geek Squad, a.k.a. Robert Stephens and Dale Burg, soar to the rescue in this easy-to-read practical guide.

The authors developed these tips after helping thousands of real customers). See their website at (<http://www.geeksquad.com>).

The book will help you feel comfortable explaining what's wrong to a technical expert.

Especially for new computer users, this book is a good introduction--with light humor and hand-holding--to maintaining, diagnosing, and quick-fixing both Macs and PCs.



Hot Stuff! *by Gail McGovern*

These websites are for general interest and/or to help you plan and implement training sessions.

Internet Public Library (www.ipl.org)

This site began as a graduate library school project at the University of Michigan in 1995. Now funded with corporate sponsorship and grant funding, the full-time paid staff “serve the public by finding, evaluating, selecting, organizing, describing, and creating quality information resources.” If you are looking for libraries anywhere in the world with websites, the Libraries Online section lists are for you.

Internet Online Tutorial

(www.buffalolib.org/training.internet.html)
This site from the Buffalo & Erie County Public Library, provides an easy-to-understand tutorial on all aspects of the Internet. Of special interest is the section on evaluating web sites.

Quotations about Libraries and Librarians

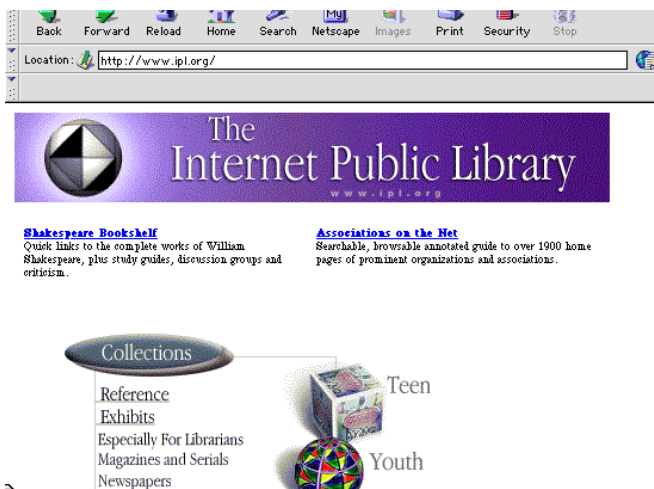
(www.ifla.org/l/humour/author.htm)
If you are looking for quotations about librarianship to add zip to your training programs, check out this site provided by International Federation of Library Associations (IFLA). Here are a few examples : Jesse Shera’s Two Laws of Cataloging:

1. No cataloger will accept the work of any other cataloger.
2. No cataloger will accept his/her own work six months after the cataloging.

Carl Sagan in Cosmos “The library connects us with the insight and knowledge, painfully extracted from Nature, of the greatest minds that ever were, with the best teachers, drawn from the entire planet and from all our history, to instruct us without tiring, and to inspire us to make our own contribution to the collective knowledge of the human species. I think the health of our civilization, the depth of our awareness about the underpinnings of our culture and our concern for the future can all be tested by how well we support our libraries.”

Arch Lustberg Communications

(www.lustberg.net)
If you are looking for a speaker, check out this site about, Arch Lustberg. Arch is featured in six Library Video Network productions on effective communications skills as well as a frequent speaker at library conferences. Be sure to check out his services and his quote of the month.



Internet Public Library (www.ipl.org)



Arch Lustberg Communications (www.lustberg.net)

Study Guides (www.iss.stthomas.edu/studyguides)

The site includes study guides hosted by the University of St. Thomas in St. Paul, Minnesota. It covers goal-setting, managing stress, paying attention, memorization techniques and more. Of special interest to trainers are the following: Learning Styles Questionnaire, Success Types Learning Style Type Indicator, Learning Styles Evaluation and Multiple Intelligence Inventory.

FreeTranslation.com (www.freetranslation.com)

This site bills itself as the “fastest, web-based language translation service.” You can get translations of a web page or up to 4 or 5 pages of text. The languages are **from** English to French, German, Spanish, Italian and Portuguese and **to** English from French, German and Spanish.

The Meeting Guide (www.mmaweb.com)

The Meeting Guide offers information for meeting planners. There is a searchable directory of conference centers, providers of equipment rentals, professional meeting planners and speakers, etc. My favorite feature is the room size calculator. You enter the number of people who will be attending or exhibiting at your event and the calculator determines the approximate room

size required depending on room setup and arrangement (www.mmaweb.com/meetings/Workshop/roomcalc.html).

TechLearn 99 (www.techlearn99.com/exe/testtechlearntv.cfm)

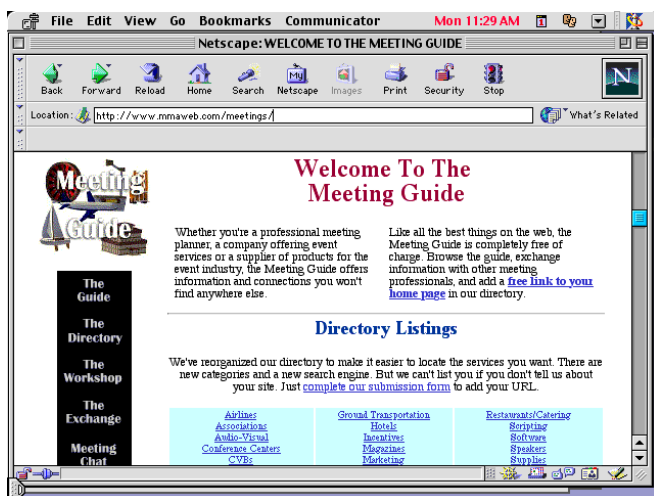
Fifty video interviews on learning and technology are available free at the TechLearn Site. These 3 to 15 minute interviews, captured at the TechLearn 99 conference, focus on the results of case studies and problem solution sessions. Examples of the interviews are: Relax! You May Only Have A Few Minutes Left by Loretta LaRoche, Can Chat Rooms Help You Train? by Joe Allen and Coaching Supervisors Via The Web by Georgia Putnam. The clips use the latest in streaming video technology, and require the latest version of the Microsoft Media Player (at least version 6.4). The site contains a link to download the latest version.

Learning Circuits (www.learningcircuits.org)

The American Society for Training and Development (ASTD) has a new online magazine that covers the learning technology arena. Launched in January, 2000, this monthly webzine offers feature articles, departments, and columns that examine new technologies and how they are being applied for workplace learning. The Newsbytes section is updated biweekly to provide current news and analysis of the learning technology industry. The interactive portions of the Webzine viewers to join chats on learning technology, try out new digital tools, and take part in polls and opinion surveys.

NewsDirectory.com (www.newsdirectory.com)

This site has provided a guide to English-language media online since 1995. Over 8,400 newspapers and magazines are listed. All sites listed are maintained by a paper-printed publication and provide English language content online.



The Meeting Planner's Guide (www.mmaweb.com)

CLENE Programs at ALA Annual 2000

ALA Annual Conference



If you plan to attend the American Library Association Annual Conference 2000, be sure to take advantage of two outstanding sessions sponsored by the CLENE Round Table.

Friday Preconference

Friday, July 7, 2000, CLENE will sponsor a preconference entitled *The Accidental Trainer*. Preregistration is required for the all day session (9:00 a.m. - 5:30 p.m.). Staff involved in computer training or bibliographic instruction are the intended audience for the workshop, which will take participants through the entire process of creating a training session, from needs assessment to evaluation of results.

The program is limited to 20 participants and the cost is \$175 for CLENE members, \$190 for ALA members who are not CLENE members and \$240 for those who do not belong to ALA. The registration form listing is ALA-CLENERT #1.

Participants will engage in several different group facilita-

tion techniques, explore what works and what doesn't and reinforce their own skills via a practicum. Emphasis will be on training skills in training situations and techniques for people who do computer training.

Sunday Program

Join CLENE on Sunday, July 9, 2000, 9:30 a.m. - 12:30 p.m. for *Managing Virtual Teams for Your Library*. Presenter Joe Willmore, President of the Willmore Consulting Group, a human performance improvement firm located in Northern Virginia, has worked extensively with teams, especially with virtual teams, for a variety of organizations.

This interactive session will offer practical and hands-on tips for dealing with common problems in virtual settings.

Organizations of all kinds are increasingly relying on virtual teams which use technology to interact and work. Approaches and techniques that are effective with face-to-face teams are often counter-productive in virtual settings.

The program will give you an opportunity to learn how dynamics between face-to-face and virtual teams differ and how participants and team leaders can facilitate virtual meetings and team work to produce more effective results.

reinventing continued from page 1

learning and training resources are located

- creating an on-line community with access to subject matter experts and peers to assist in the learning process
- creating and/or customizing existing computerized learning materials for individual staff use outside the classroom

To give you some samples of innovative approaches from the simple to the complex, I visited a number of websites I hope you will explore for your own ideas.

A number of libraries of all types offer on-line training on using the Internet; here are a few: **Brief Guide to Finding Information on the World Wide Web**

(www.lib.virginia.edu/science/guides/findinfo.htm);

Finding Information on the Internet: A Tutorial

(www.lib.berkeley.edu/TeachingLib/Guides/Internet/FindInfo.html); **ICYouSee** (www.ithaca.edu/library/Training/ICYouSee.html)

Here are a few examples of sites I found using "short course" as a search topic:

Proposal Writing Short

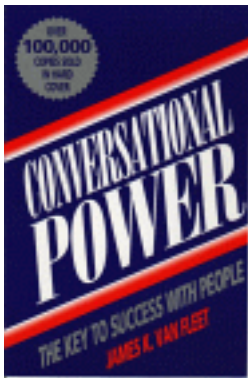
Course (<http://fdncenter.org/onlib/shortcourse/prop1.html>)

A Short Divorce Course

(www.divorcehelp.com/SC/C01.html)

Learn2 (www.learn2.com)

Book Reviews



Conversational Power: The Key to Success With People by James K. Van Fleet. Prentice Hall, 1991.

As a trainer, you endeavor to influence participants' behavior by advising, explaining and/or persuading. This pragmatic book clearly and concisely offers a wide variety of conversational techniques to help you improve your effectiveness.

After reading this book, you will increase your skills in making a good first impression, making people feel at ease and drawing them out, using body gestures to your advantage and much more.

The techniques can be used to improve the quality and quantity of your personal relationships and family life.



Training Methods That Work : A Handbook for Trainers by Lois W. Hart. Crisp, 1991.

This easy-to-read and understand book describes specific innovative training methods and provides guidelines on selecting the best one for your purpose.

The 17 methods included give you tools to add variety to training sessions as well as to enhance training impact (e.g. structured warm-ups, fishbowl, clinics, critical incidents).

The 9 questions to help clarify and select appropriate training methods are especially valuable for the new trainer, but whether you are an experienced trainer or a novice, this book has something for you in plain, easy language.

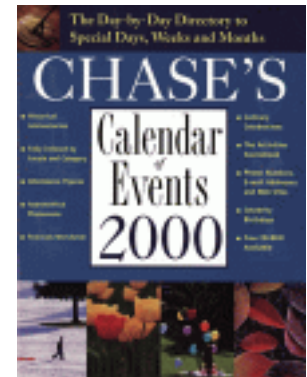


Conducting a Needs Analysis by Geri McArdle. Crisp, 1998.

This compact guide will show you how to identify problems or other issues in the workplace and to determine whether training is an appropriate response to effect change.

The invaluable "Six points to remember" to assure success are clearly and concisely stated (e.g. involve management early, training may not be the answer). Also included are key sections on getting top management support and ongoing issues after the needs analysis has been conducted.

Again, whether you are an experienced trainer or a novice, this book has something for you in plain, easy language.



Chase's Calendar of Events 2000. Contemporary Books, 2000.

This 43rd edition of the popular reference book offers over 12,000 entries which can help you add entertaining tidbits to training materials (e.g. a new entry for 2000 is No Homework Day celebrated on the last Friday in March).

With the book is a postcard you return to get a free CD-ROM for easy searching and development of customized event lists.

Free updates (events for which 2000 dates were set too late to be included in the book/ CD-ROM and people listed in the Birthdays Today sections who died since the book went to press) are available at the website www.chases.com

CLENE Annual Schedule

American Library Association Annual Conference
July 6-11, 2000, Chicago

Friday, July 7	9:00 a.m. - 5:30 p.m.	Preconference: The Accidental Trainer (preregistration is required)
Friday, July 7	5:30 p.m. - 7:00 p.m.	CLENE Member Reception
Saturday, July 8	9:30 a.m. - 12:30 p.m.	CLENE Board Meeting
Sunday, July 9	9:30 a.m. - 12:30 p.m.	Program: Managing Virtual Teams for Your Library
Monday, July 10	2:00 p.m. - 4:00 p.m.	Staff Development Discussion Group

If you are planning to be in Chicago for the Annual conference, the members of the CLENE Board urge you to attend any of the meetings listed above. Contributions to the work of the Round Table are very much valued. We hope to see you there. Specific information about the conference is available at the American Library Association website (<http://www.ala.org/events/mw2000>).

CLENExchange
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Sacramento, CA 95814-6416

ALA Annual Conference

