

CLENEExchange

June 2000

“School ends, but education doesn’t.”

Volume 16, Number 4

Join CLENE at ALA

by Kathy Schalk-Greene

When May flowers come our thoughts turn to ... figuring out how to fit everything into our ALA Annual Conference (in Chicago) schedule (see page 8 for schedule with room locations)!

Remember to build in time to meet with, network and learn from library trainers and staff development folk from around the country by coming to events sponsored by CLENE. For more info on all types of CLENE activities, see the website: <http://www.ala.org/alaorg/rtables/clene/>

And join CLENE for these special programs:

Friday, July 6, 9:00 - 5:30

PRE CONFERENCE, THE ACCIDENTAL TRAINER (\$175 fee; pre-registration required)

Designed for those involved in computer training or bibliographic instruction, this one-day workshop takes participants through the entire process of creating a training session, from needs assessment to evaluation of results.

See CLENE at ALA continued on page 2

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Check out the CLENE website

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

see page 3 for details



How to overcome resistance to assessing needs

by Gail McGovern

Whenever I begin a new project, my first thought is, “What type of needs assessment should I do?” I never see this task as a difficult chore, but as an easy step in the brainstorming phase of my design. It seems so obvious to me that the most effective processes and products are developed when input is gathered from the target audience.

If you are told there isn’t enough time nor energy for such tasks, here are some strategies and methods you can use to persuade those involved to include at least a minimal level of input.

Explain that a needs assessment allows you to:

- be sure that training is an appropriate response
- be responsive to audience needs
- set priorities
- increase efficiency
- achieve a higher level of success
- provide a design from which to deviate

To effectively prepare for training, needs and feelings of **both** management and staff should be assessed. Management, as well as staff, must support training design, implementation and evaluation for it to have a significant impact on the operation of the library.

My preferred method of assessing needs is by the

see assessment continued on page 6

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Participants will engage in several different group facilitation techniques, explore what works and what doesn't in training situations, and reinforce their own skills via a practicum. The program is limited to 20 participants and the cost is \$175 for CLENE members.

Friday, July 6, 5:30 - 7:30 p.m.

MEMBER'S RECEPTION: Good CLENE Fun II

Meet CLENE members, schmooze, eat, and see how to use training games can add fun and enhance learning at your library's sessions.

Saturday, July 8, 9:30 a.m. - 12:30 p.m.

CLENE BOARD MEETING

Put a human face onto all those listserv names, hear the inside story.

Sunday, July 8, 9:30 a.m. - 12:30 p.m.

MANAGING VIRTUAL TEAMS FOR YOUR LIBRARY

Organizations of all kinds increasingly rely 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. 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. This interactive session will offers practical and hands-on tips for dealing with common problems in virtual settings. Speaker: Joe Willmore is President of the Willmore Consulting Group, a human performance improvement firm located in Northern Virginia. He has worked extensively with teams, especially with virtual teams, for a variety of organizations.

Monday, July 10, 2:00 - 4:00 p.m.

CLENE: Staff Development Discussion Group

Meet, swap ideas, and get answers to life's pressing problems with others involved with library staff development from around the country.

Check out this training resource

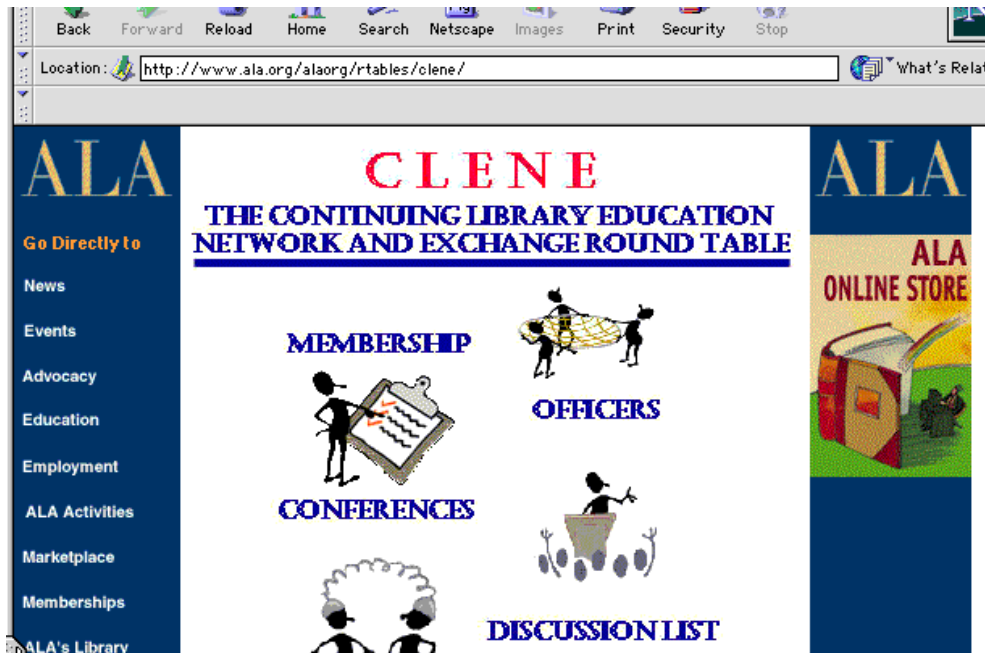


All Together Now! : A Seriously Fun Collection of Training Games and Activities
by Lorraine L. Ukens.
Jossey-Bass, 1999.

This book contains 60 reproducible training activities which encourage dynamic participation. They are easy to use in any setting.

Check out 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 you can download as Adobe Acrobat (pdf) files, and how to sign up for the CLENE e-mail discussion list.



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

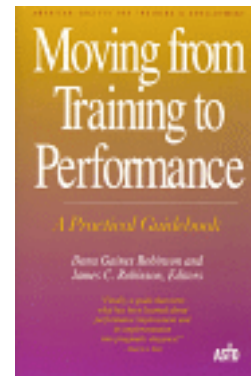
Subscribe to the CLENE e-mail list: share your thoughts about continuing education

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



Moving from Training to Performance: A Practical Guidebook by Dana Gaines Robinson and James C. Robinson. Berrett-Koehler Publishers, 1998.

This book is written by consultants Dana and James Robinson, who work with clients to define performance requirements, determine performance gaps and training needs, and ensure that the work environment will support expected performance.

It is designed to help organizations move away from focusing on what employees need to learn, to a focus on performance to meet key organizational needs.



Hot Stuff! *by Gail McGovern*

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

American Association of Community Colleges

(<http://www.aacc.nche.edu>)

This site includes a wealth of information on all aspects of two year colleges, e.g. historical background, recent news items, relevant legislative issues, statistics, events calendar, job openings, grants, and a list of members of Congress with community college backgrounds.

American Greetings

(<http://www.americangreetings.com>)

If you want to spice up your training with a graphic or saying to suit any occasion, this is a great site. You can also send cards to groups as well as individuals.

America's Learning Exchange

(<http://www.alx.org>)

You can search for classroom courses, distance learning opportunities, web- and computer-based training, educational programs, conference workshops, and seminars and for the providers that offer them at this site offered by the U.S. Department of Labor.

The Horn Book Virtual History Exhibit

(<http://www.hbook.com/exhibit>)

If you are teaching classes in children's literature, be sure to look at this site. It includes memorabilia, correspondence, articles, interviews, letters, Laura Ingalls Wilder's recipe for gingerbread, and an original Beatrix Potter illustration.

Postcard Illusions

(http://www.exploratorium.edu/exhibits/postcard_illusions)

From the San Francisco Exploratorium Museum website, this page includes four illusions with explanations useful for discussing perceptions in training. Included are Young/Old Woman, Words and Colors, Faces or Vases and Phantom Spots.

The World Bank Learning Network

(<http://www.worldbank.org/distancelearning>)

If you are interested in distance learning, check out this site to see how the World Bank provides training, development and implementation support and logistics coordination for videoconferencing, interactive television, and the Internet.



American Greetings
(<http://www.americangreetings.com>)



American Association of Community Colleges
(<http://www.aacc.nche.edu>)

Book Review

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Time Management Online Course

(<http://www.crisp-pub.com/cgi-bin/survey.pl>) Crisp Publications, publishers of the 50 minute books) offer online tutorials. The one I sampled was Personal Time Management. Its learning objectives are:

When you have successfully completed this course you will understand:

- how time management can improve your productivity.
- common mistakes in managing time.
- the use of time management techniques

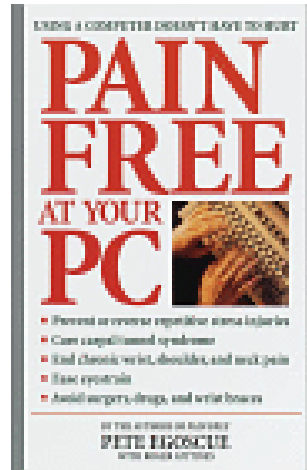
University at Buffalo (NY) Summer Continuing Education

(<http://www.sils.buffalo.edu/faculty/Robinson/summer/dlis.htm>)

The University at Buffalo's Department of Library and Information Studies roster of summer continuing education workshops includes five classes offered exclusively on the Internet: Cataloging Basics, Documents Basics, Legislative Research, Regulations, and Sleuthing Serials: Serials Cataloging in Reverse. Full descriptions of all classes – both Internet and on-campus workshops are available at the website.



University at Buffalo (NY) Summer Continuing Education
(<http://www.sils.buffalo.edu/faculty/Robinson/summer/dlis.htm>)



Pain Free at Your PC

by Pete Egoscue.
Bantam, 1999.

Egoscue, an anatomical physiologist, works

with clients who have pain associated with computer use.

He includes information on how to avoid or treat repetitive stress injuries, (including carpal tunnel syndrome), recognize and remedy problems in posture and movement before they cause pain, and do easy-to-perform exercises at your desk to eliminate chronic hand, wrist, shoulder, back, and neck pain.

CLENE Election Results

The following were elected and will take office at the end of the 2001 ALA Annual Conference.

congratulations to

Vice-President/President Elect:

Kathy Schalk-Greene
South Jersey (NJ) Regional Library Cooperative
schalk@voicenet.com

Secretary:

Gina Persichini
Northeast Florida (FL) Library Information Network
gina@neflin.org

Member of the Board of Directors:

Marie E. Bryan
Woodland (CA) Public Library
mebryan@dcn.davis.ca.us

Icebreaker Book Delayed

CLENE had hoped to publish a compilation of favorite icebreakers, energizers and closers from CLENE members. Unfortunately, very few people responded to our request for submissions. Since the publication will be delayed or abandoned, the Board decided to publish the submissions in the CLENEExchange and at the web site. Below is the first entry.

If you would like to contribute, contact Sandy Stephan, 16 Riverview Drive, Beaufort, SC 29902, 843-525-9452 (sstephan@islc.net)

Category: Icebreaker

Title: Characteristics of Children

Objectives:

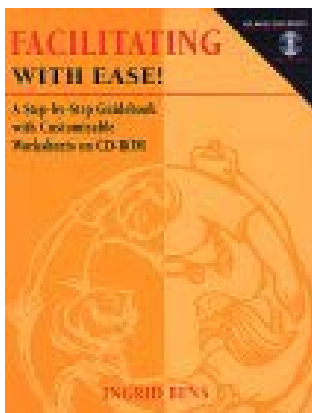
- Setting a tone for training in library service to children
- Helping participants understand needs and interests of the children
- Sparking conversations and connections among participants

Time: 2-3 minutes per participant

Instructions: Participants form pairs, introduce themselves and discuss one personal memory from age 8 or younger or one characteristic observed in children of the same age. Reconvene as large group and share the results of discussions.

Submitted by: Sunny Strong (sstrong@accessone.com) designed the activity and used it in teaching a graduate library school class on services to children.

Book Review



Facilitating With Ease! by Ingrid Bens. Jossey-Bass, 2000.

This well organized step-by-step guidebook on facilitation is full of practical tools and suggestions plus it includes a CD-ROM with customizable worksheets.

assessment continued from page 1

use of in-person and/or telephone interviews of key people.

Interviewing is especially useful when both time and energy are limited. It allows you to contact a small number of **key** players and get a feel for major issues without having to tabulate reams of data from every participant.

Here are some suggestions for assessing management needs:

- What major issues facing you and your staff could impact the quality of your services?
- Describe any situations in which you have concerns related to the skill level of your employees in performing particular job functions.
- What gaps do you see between how tasks are being performed now and what you would like (i.e. actual performance vs. job requirements)?
- Have you previously given training to deal with these gaps? If so, what were the results?
- How do you plan to support your staff when they use when they return after being trained?
- How will you evaluate what changes occur as a result of training your staff attend?

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assessment continued from page 6

Here are some suggestions for assessing staff needs:

- Describe a specific experience on the job in which you felt you could improved your performance by having training.
- While you were involved in the experience, what got in your way and how did it affect your performance?
- During the experience, what specific things did you wish you knew more about?
- How would you expect training to help you in future, similar, experiences?
- How would you picture or describe the type of training which would help you?

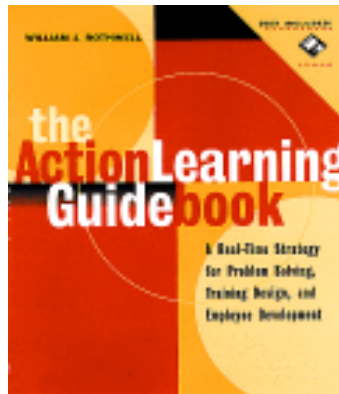
To analyze the information you gathered use the following:

- What did you see in the results if the interviews?
- What struck you as important?
- If resources were no object, describe what type(s) of training you would design.

If you are unable to talk with people or do a written survey, you can look at existing documents such as performance appraisals and long range plans for information about organizational needs and issues.

Book Reviews

Editor's Note: The CLENExchange is always looking for book reviews of interest to those involved in continuing education. If you've read something new and/or have a tried and true favorite you would like to share with your colleagues, e-mail your review to Gail McGovern at gmcgovern@macnexus.org

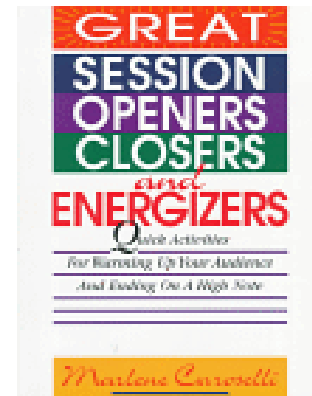


The Action Learning Guidebook: A Real-Time Strategy for Problem Solving Training Design, and Employee Development by William J. Rothwell. Jossey-Bass Publishers, 1999.

In this stimulating book, the author sees “action learning” as problem oriented, goal based, and work related activities.

He proposes a process that puts the responsibility for learning clearly on the shoulders of the learners, who come to feel more invested and interested in the development process than ever before.

He also emphasizes a training design to stimulate thinking about a new way to analyze needs, design and develop training, deliver training, and evaluate results.



Great Session Openers, Closers, and Energizers: Quick Activities for Warming Up Your Audience and Ending on a High Note by Marlene Caroselli. McGraw-Hill, 1998.

This is a cookbook of activities, designed to save you the time of preparing tailored activities for each training session. These fun and easy-to-use activities can be used to open and close sessions and/or use for session breaks to keep participants attentive.

You will be able to make the learning more memorable, the training more entertaining, reinforce the key points in your presentation and spark active involvement from all participants.

Included are role plays, small-group exercises, team tasks, quizzes, and much more.

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 Allerton Crowne Plaza, Frank Lloyd Wright Room (\$175 fee; preregistration is required)
Friday, July 7	5:30 p.m. - 7:30 p.m.	CLENE Member Reception: Good CLENE Fun II Allerton Crowne Plaza, Venetian Room
Saturday, July 8	9:30 a.m. - 12:30 p.m.	CLENE Board Meeting Radisson Hotel, Lyric Room
Sunday, July 9	9:30 a.m. - 12:30 p.m.	Program: Managing Virtual Teams for Your Library McCormick Convention Center, N229
Monday, July 10	2:00 p.m. - 4:00 p.m.	Staff Development Discussion Group Swissotel, Grand Ballroom I

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 you will make CLENE a part of your conference experience.

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