

CLENEExchange

September 1998

"School ends, but education doesn't."

Volume 15, Number 1

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Check it out

When you see this hand, it means this brief item is a referral to a specific training resource. It could be a book, magazine article, videotape, conference, web site, etc. If you have a valuable source you would like to share with **CLENEExchange** readers, please send me an e-mail at gmcgovern@bbs.macnexus.org or a fax at 916-446-2411.



Do you need tips on planning a videoconference?

The July 1998 issue (pages 15-17) of **Training & Development** magazine includes an article entitled "Training Via Videoconferencing" by Tiffany Poppell. You will find practical tips and a useful checklist of activities.



CLENE presidents, outgoing, Darlene Weigand, left, and incoming, Judy Card welcome 1998 ALA annual conference program attendees in Washington, D.C.

CLENE at the 1998 ALA Conference

As usual, CLENE sponsored a wide variety of conference activities.

On Friday, incoming president, Judy Card facilitated the Strategic Planning Meeting. Goals and objectives for 1998-99 were reviewed and revised.

Two important highlights of the plan are a) enhancing communication with members by developing a web page and listserv and b) strengthening CLENE networking within ALA by establishing an official liaison with the ALA Committee on Education.

Following the planning session, CLENE honored past presidents at a reception. Honored guests included the "Mother" of CLENE, Elizabeth Stone. Thanks was conveyed both with words and with CLENE logo wrist watches.

Saturday, at the CLENE Board Meeting, ALA President-Elect, Sarah Long invited CLENE to work on her initiative to increase ALA's role as a leader in continuing education.

Sunday, CLENE offered **Program Planning: Tips for Librarians**, which featured topics based on

CLENE's most recent publication of the same title. At four dynamic round table presentations, participants learned about needs assessment, program design, implementation and evaluation. The wrap up presentation covered transfer of training. Copies of the publication are still available for only \$15 by calling ALA at 800-545-2433, ext. 7.

Monday, the Staff Development Discussion Group discussed internet training, Columbus Metro's Summer Reference Games, and creating individualized learning plans. Detailed information is on page 3.

President's Message

by Judy Card

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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I'm really excited about having the opportunity to serve as this year's president of CLENE. When staff development first became a part of my work responsibilities, I was clueless as to how to get started on what seemed like an impossible task. I was told that CLENE was the place in ALA where I could find help.

I sent in my dues and made a point of attending CLENE's conference programs. They were consistently excellent and gave me new ideas, which I applied to my work. I eagerly awaited the arrival of the **CLENExchange**, which has a tradition of being jam-packed with helpful information. Also, I ordered all of CLENE's publications.

Later I served on the CLENE Board of Directors and after that spent several years on the Program Committee. I must tell you that while I found attending conferences, reading the **CLENExchange** and using other CLENE publications were excellent ways of continuing my own education, that becoming actively involved in the workings of CLENE exponentially increased my learning in terms of how to define excellence in staff development and continuing education.

Thanks to CLENE I now have more than a clue. I

have enhanced skills and a nationwide network of folks who I can contact when I have questions or just want to brainstorm an idea. For me, active involvement has been a **major** CLENE membership benefit.

Having sung CLENE's praises, I'd like to invite you to join us in this work. We are seeking members to work on CLENE committees for the coming year. We're working on a webpage; we plan to expand our programming activities, and we're looking for new ideas for publications.

We realize that not everyone can attend conferences, so we regularly schedule board and committee meetings via conference calls. This means you can work with CLENE from your own location. So I urge you to think about becoming more active in CLENE; contact me by phone at (901) 725-8851 or e-mail at cardj@memphis.lib.tn.us right away.



Tool Thyme for Trainers offers a variety of creative products to "spice up" your presentations (e.g. an electronic device which you can set to beep or vibrate to tell you time is up and pointers to use with overheads or flip charts). Peruse their website at www.tool-trainers.com or contact them for a catalog through e-mail: t4trainers@aol.com or fax at 504-454-7911.

Tips for audiotaping training sessions

by Michael Stavros

In general, pretend you are presenting to an audience of non-sighted people. If you ask for a show of hands, explain the results ("half of you" or "about ten percent").

When pointing to anything on a screen, board or flip chart, read all items out loud.

Read any overhead, slide, blackboard and/or white board items that are not included in handouts.

Repeat (or paraphrase) all audience questions and comments if they are not using a microphone.

Mention page number, color and/or any identifying title for all handouts so the listener can locate them easily.

If you expect more than one tape will be needed, agree on the use of signs or hand signals to let you know when the tape will be stopped and a new one started.



David Straker's book, **Rapid Problem Solving with Post-It-Notes** offers a very easy to follow set of diagrams for facilitating problem solving. His techniques are similar in concept to mind mapping, but even easier to use. He even includes tips on best colors, sizes and ways to remove single sheets from the pads so that they will stick better!

From the Staff Development Discussion Group

by Wendy Ramsey

The Staff Development Coordinator's Discussion Group met in Washington during the ALA annual conference on Monday, June 29 from 2-4 p.m.

Topics discussed included internet training, Columbus Metro's Summer Reference Games, and creating individualized learning plans for your organization.

In addition Jim Kirks, from North State Cooperative Library System in Willows, CA was present to share the new edition of the Children's Services Training Manual. Background on the manual can be found in the **CLENEExchange** June 1998 issue or from Jim by phone at (530) 934-2173 or e-mail: jkirks@glenn-co.k12.ca.us

Internet training for the public and staff was discussed at length. One library utilized teenagers to assist with helping customers at the internet. These teenagers were called TEENet trainers. Many libraries use tip sheets and pathfinders for public and staff to help them understand how to use certain web products. Suggested web sites for more information are: (www.kovacs.com), (www.ci.berkeley.ca.us/bpl) (sunsite.berkeley.edu/ Internet/Index) and (www.ipl.org).

Many libraries are holding open labs where staff can come to a computer lab session and spend 1-2 hours

learning about the internet in a casual, non-structured manner. One library developed a unique school/public library cooperative training plan. Students at the school came to the library and taught the librarians tips on using the computer, mouse skills, etc. and in turn the librarians taught the students searching skills. Other ideas mentioned included holding a cybercamp (children attended a summer camp on the web, different sites visited each week during the summer), an internet mentoring program, and developing technology competencies.

Creating individual learning plans was the other main topic discussed. Arlington County Public Library plans to distribute a personal development plan to all employees. Each full-time staff member is expected to complete 16 hours of training on an annual basis. Staff members will be given a personal development journal to keep track of their training goals and accomplishments.

The third main topic of discussion was Columbus Metropolitan's Summer Reference Games. A separate article on the games follows.

Summer Reference Games

The charge: Design some independent learning activities for your information staff that will focus on

specific web-based products. The challenge: Make this a fun activity!

The result: The 1998 Summer Reference Games

This summer, the information staff at the Columbus Metropolitan Library participated in a program called the Summer Reference Games. The goal was to provide training on 10 web-based products without formal classroom instruction.

Since our library was gearing up for our annual summer reading program for children we wanted to design something similar and fun for our staff. I started by recruiting a team of "Travel Agents". The role of the Travel Agent was to develop an independent learning activity (pathfinder) that would give participants an overview of a specific product in a one-hour session.

Each "pathfinder" included an overview, sample searches, search tips and special features. An important element for each pathfinder was a series of practice questions and answers which led participants to solve simple word puzzles. Pathfinders were field tested for accuracy before they were distributed. All info staff were issued a passport at the beginning of the summer. Their "travel" itinerary was outlined in advance: Visit Hoovers Infoseek during Week One,

Britannica Online during Week Two, and so on. Each week, when the participants had completed their activity, their passports were validated, and they received a small prize. All prizes related to travel, for example a plastic compass, a suitcase eraser, a paper glider, etc. Managers were sent pathfinders and prizes one week in advance throughout the summer so that they were not overburdened with supplies at one time.

Staff reaction to this process has been very positive. So positive, in fact, that we are in the process of identifying products for a future series. Staff liked the independent activity, designed to accommodate their schedules. They also liked having practice questions provided. Answers and search strategies were also included in each pathfinder so staff could check their answers right away.

The next meeting of the Staff Development Coordinator's Discussion Group will be held at ALA midwinter conference in Philadelphia on January 25, 1999 from 2-4 pm. If you would like to be added to the mailing list for this discussion group or more information about the summer reference games, please contact Wendy Ramsey at Columbus (OH) Metropolitan Library via Phone: 614-645-2800, Fax: 614-645-2870, or e-mail: wramsey@cml.lib.oh.us

Hot Stuff! *by Gail McGovern*

Check out these resources for information to help you plan training sessions.

HUMOR

Those of you who seek out sources of humor in general will enjoy the book, **Comedy Central: The Essential Guide to Comedy** by Christopher Claro and Julie Klam. This book was written as a help in choosing what comedy is really worth your time (comedy videos worth renting, which stand-up comedians and tv sitcoms are really the funniest, etc.); however, there are so many quotes and lists which can be made into transparencies and/or used to add humor to a lecture that it should be a help for trainers. For more humor in general, you can also visit the **Comedy Central** website (<http://www.comedycentral.com>)

INTERNET TOOLS

eBLAST: Encyclopedia Britannica's Internet Guide (<http://www.eBLAST.com>) You can use this very well organized directory to help you make informed decisions about visiting over 125,000 web sites. The sites were chosen by Britannica editors and are annotated and rated using a star system (ranging from * for noteworthy to ***** for best of the web).

LibrarySpot (<http://www.libraryspot.com>) Headquartered at Northwestern University, this site



Allyn & Bacon Public Speaking Website (<http://www.abacon.com/pubspeak>)

strives to bring the best reference sites together.

Lists on the Web (<http://www.statejobs.com/list.html>)

This site is similar to books of lists; it provides links to a variety of sites with lists on all types of subjects (e.g. most visited Web sites, largest U.S. companies, most wanted criminals, most beautiful people in the world, top 50 ski resorts).

PUBLIC SPEAKING

Allyn & Bacon Public Speaking Website (<http://www.abacon.com/pubspeak>) Allyn & Bacon (A & B) is one of the largest publishers of Speech Communication textbooks. Also noteworthy are their PowerPoint packages for public speaking. However, the most

useful feature from A & B online is the Public Speaking Website, which is full of interactive exercises, hotlinks to useful websites, and tips for both students and instructors. The invaluable information presented in depth in five categories: assess your speechmaking situation, analyze your audience, research your topic, organize your speech and deliver your presentation is too extensive to include in this column, but to give you a flavor of what you will find are a few examples from the category of how to deliver a presentation: a comparison of reading from a manuscript, presenting from memory and speaking extemporaneously; how to use slideshow presentation software to convert your visuals to slide shows, explanatory materi-

als links for various Web tools, online tutorials for coding in HTML and how to find audio, video or graphic images with search engines.

If you are looking for a comprehensive yet easy-to-read text on public speaking, take a look at **Successful Presentations for Dummies** by Malcolm Kushner. You'll find information on every facet of the topic. I especially liked the list of ten biggest mistakes presenters make (e.g. going too long, starting with an inappropriate joke, using poor visuals and ignoring audience interests), and ten simple magic tricks anyone can perform.

If you have suggestions about topics, and/or experiences to share, e-mail me at gmcgovern@bbs.macnexus.org

CLENE looks at the 1998 ASTD Conference

by Gail McGovern and Mary Moore

CLENE paid the registration fee for two representatives to attend the 1998 American Society For Training and Development (ASTD) conference. Over 14,000 people (over 2600 from 81 countries other than the U.S.) attended the conference, which was held at the Moscone Center and Marriott Hotel in San Francisco from May 30 - June 4.

Our first impression of the conference began with registration. We stayed at the conference hotel and there was a registration center in the hotel (as well as one at Moscone) open until 7 p.m. There was no waiting; all we had to do was hand in advance registration confirmations and we received not only our badges and programs, but also, a conference organizer from Franklin Covey, a booklet of evaluation forms, an Expocard (a credit card type ID to give to exhibitors instead of a business card) and a CD-ROM on which copies of all the conference handouts were included (in Windows, Macintosh and Unix formats with Adobe Acrobat reader)!

Other nice features were:

√ the ASTD store where materials were for sale and authors were scheduled to discuss and autograph their books

√ the Conference Program Guide had some nice organizational features (e.g.

each session was given an identifying number - i.e. S106 took place on Sunday in the first time slot; H206 on Thursday in the second time slot; each session stated the intended audience, a presenter index, list of exhibitor booth activities, easy to find page of future ASTD conferences)

√ the CyberCafe where T1 lines were available to visit "the hottest training and performance improvement sites on the Web"

√ the Government Networking Room where federal, state, and local government attendees could meet

√ the International Room where attendees from outside the U.S. could meet; information on currency exchange and even a prayer and meditation room were provided

√ the JobLink area where not only could you post positions or register your resume, but also browse through a Web job bank

√ the Meet to Eat booth where you could sign up to have dinner with people at various restaurants

√ the Message Center where messages were available on touch screen kiosks (also available at the kiosk was a searchable database of sessions and products

√ the Session Materials Sales area where you could purchase additional CD-

ROMs, audio and video tapes of selected sessions and print copies of specific handouts

√ Simultaneous interpretation was available to all those who spoke Japanese and Portuguese

The types of programs offered were (most were 1 1/2 hours long):

√ 3 plenary sessions each included a welcome, presentation of awards and musical presentations as well as an outstanding speaker

- a) Sunday with Jim Collins, author of *Built to Last* spoke about maintaining organizational and personal values in the midst of change
- b) Tuesday with Edith Weiner, futurist, who presented a "trend sampler" which included impacts of parentless households, extending the middle years of life, disappearance of the middle class, invasion of privacy by "little brother"
- c) Thursday with Chin-Ning Chu, author of **Thick Face, Black Heart**, who discussed Asian warrior philosophy

√ 150 educational sessions organized by issue areas:

- learning technologies
- management and leadership development
- managing change
- measuring and evaluating
- training performance
- performance improvement
- training basics
- workplace issues

√ Consultant's Day specifically aimed at consultants and those thinking about becoming one

√ Forums at Four aimed at special interests (e.g. HRD professors, disabilities awareness, mind brain, healthcare, interfaith)

√ Sunrise Sessions held from 7:30-8:30 a.m. included peer exchanges on specific topics (e.g. coaching, outsourcing, benchmarking, distance education), ASTD briefings and chats with authors

√ Pavilions (3) located in the exhibit area

• Creativity - sessions to explore and discover creative approaches

• Personal Development - structured sessions to learn strategies for balance and to reduce stress

• Technology - an interactive classroom area to test-drive new systems and applications

There is not enough space to provide details on all of the wonderful programs and exhibits, but there are two presenters whose websites you might find of interest.

• how different thinking styles affect an organization
www.hbdi.com

• experiential learning with games and simulations
www.paradigmlearning.com

Get Involved

Want to get involved in ALA but **NOT** over-loaded, over-whelmed, and over-committed? Work with a CLENE committee; offer your skills to help CLENE make even more of an impact; volunteer for a committee, work with dynamic leaders and feel exhilarated!

To volunteer, contact the committee chair directly by e-mail or phone:

Programming - help plan exciting national conference programs
contact: Wendy Ramsey
WRAMSEY@cml.lib.oh.us
614-645-2800

Electronic publishing - help brainstorm a new web page and listserv
contact: Kathy Schalk-Green
schalk@sjrlc.org
609-346-1222

Print publications - help plan practical booklets on a variety of topics (e.g. using focus groups)
contact: Sandy Stephan
ssstephan@islc.net
843-525-9882

CLENEExchange - advise the editor on newsletter format and content
contact: Gail McGovern
gmcgovern@bbs.macnexus.org
916-446-2411

Marketing - plan marketing strategies
contact: Mary Moore
MMOORE@statelib.wa.gov
360-704-5266

FOR SALE

Copies of CLENE's newest publication, **Program Planning: Tips for Librarians** are still available for only \$15. This 43 page booklet is full of practical tips and forms to save you time and energy.

To order, call ALA
at 800-545-2433, ext. 7.

CLENE Contacts 1998-99

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CLENEExchange September 1998

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Diane Brown (see page 6)

Free Self Assessment

The US Department of Energy (DOE) and the Westinghouse Electric Company announce the availability of the Training and Educational Leader Self Assessment (TELSA) tool at no charge to recipients. TELSAs is designed to systematically identify the development needs of training and educational leaders.

TELSA contains instructions, a 180-task self survey, interpretation information, and reading lists covering 10 duty areas including

- Design, implementation, evaluation
- Staff development
- Learner-related administrative duties
- Staff-related administrative duties
- Budgeting administrative duties
- Communications
- Self development
- Crisis management

To obtain TELSAs and non-exclusive intellectual property rights at no cost, please complete an application at our web site: <http://www.t2ed.com> We will send you a password allowing you to download TELSAs from the website in a variety of formats.

Bill Keeley
Intellectual Capital Manager
WID/Westinghouse Electric Company/CBS, Inc.
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Advancement

Strategies offers a variety of decks of cards and guides for use in training. Topics include customer service, leadership, performance improvement and diversity. To request a catalog, contact them by phone at 812-333-1751, by mail at 205 South Walnut Street, Suite 20, Bloomington, IN 47404 or by fax at 812-334-1491.

CLENE wants your input

Your new president, Judy Card and your new **CLENExchange** editor, Gail McGovern would really appreciate your thoughts about CLENE and the **CLENExchange**.

Please e-mail your response to the items below to Gail McGovern at gmcgovern@bbs.macnexus.org

1. What do you like most about the CLENExchange?
 2. What would you like to see changed about the CLENExchange?
 3. How have you used information you read in the CLENExchange on the job?
 4. What type of library do you represent?
 5. What is your job title?
 6. Please share any other comments you would like CLENE's leadership to know about any of CLENE's activities.
-
-

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