

CLENEExchange

June 2008

“School ends, but education doesn’t.”

Volume 24, Number 4

President’s Message

by Pat Taviss, Consultant (pat@taviss.com)



“The keystone of high achievement and happiness is exercising your strengths, not correcting your weaknesses.”

Martin Seligman

Do you have the opportunity to do what you do best everyday? Are you able to help others achieve their best?

Marcus Buckingham is a well-known author and international speaker. He maintains that:

1. Each person’s talents are enduring and unique.
2. Each person’s greatest room for growth is in the areas of the person’s greatest strength.

These insights into human nature have a dramatic impact on how we do our jobs of providing continuing library education. Buckingham has identified thirty-four themes of strengths. There are two sides to the coin of educator, developer, and learner.

As developers, we see the potential in others. “When you interact with other, your goal is to help them experience success. You look for ways to challenge them. You devise interesting experiences that can stretch them and help them grow. And all the while you are on the lookout for the signs of growth - a new behavior learned or modified, a slight improvement in a skill, a glimpse of excellence or of “flow” where previously there were only halting steps.... These signs of growth in others are your fuel. “They bring you strength and satisfaction. Over time many will seek you out for help and encouragement because on some level they know that your helpfulness is both genuine and fulfilling to you.”

See President’s Message continued on page 5

Tips and Tools for Training

by Gail McGovern, Consultant, (gmcgovern@macnexus.org)



One training resource I have valued since I attended its 43rd national conference in 1987 is the American Society

for Training and Development (ASTD). I still remember the impact some programs made on my approach to training; I have even kept my notes and selected handouts from 1987 all these years!

In recent years, I found the FREE e-learning information provided in *Learning Circuits* a really helpful resource. Be sure to check it out at www.learningcircuits.org

In 2008, I decided to subscribe to *Infoline*, ASTD’s annual series of monthly 16-page booklets. Each issue is “a concise and practical resource that can help you gain immediate proficiency in a wide variety of topics.”

My receipt of the May 2008 *Infoline*, titled, *Trainer for a Day*, prompted me to write this article. Even if you are an experienced trainer, you’ll find this issue chock full of helpful “tips, tools and intelligence.” The publication begins with a brief overview of an instructional design process clearly and succinctly lays out the 5 sections of ADDIE: analysis, design, development, implementation and evaluation—then provides tips and tricks for each section, a bibliography and training design checklist.

For those of you who are trying to figure out how to deal with Second Life, try the March 2008 issue, *Training in Virtual Worlds*.

Pricing: single issues \$10 for members and \$12 for nonmembers. 12-issue annual subscriptions are \$99 for members and \$139 for nonmembers.

For more info about ASTD, see www.astd.org.

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

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Upcoming Conferences

ALA Midwinter

January 23-28, 2009 - Denver

January 15-20, 2010 - Boston

January 7-12, 2011 - San Diego

January 20-25, 2012 - Dallas

ALA Annual

June 26-July 2, 2008 - Anaheim

July 9-July 15, 2009 - Chicago

June 24-30, 2010 - Washington, D.C.

June 23-29, 2011 - New Orleans

June 21-27, 2012 - Anaheim

Public Library Association

March 23-27, 2010 - Portland

SPECIAL CLENE MEMBERSHIP BENEFIT



All CLENE members are entitled to

AMA "member only" benefits

- Exclusive discounts and special offers
- Preferred pricing on all AMA seminars
- Unlimited access to Members-only Website
- 50% discounts on seminar "Last-Minute Seats"
- Access to special track on HR/Training issues
- Access and benefit from case studies
- Use of interactive self-assessments

**The public AMA Website is at <http://www.amanet.org/>
Contact Gail McGovern gmcgovern@macnexus.org
for CLENE "member only" website access information**

Going to ALA in Anaheim? *Don't Miss CLENE's Fifth Annual* **Training Showcase: Best Practices in Training**

What is the CLENE Training Showcase? It is a poster session that celebrates the variety of successful training programs in America's libraries and provides the opportunity for librarians, staff, and professionals in the field to network and exchange ideas about continuing education, staff development and training initiatives.

When and where is the Training Showcase? The Showcase takes place on Sunday, June 29, 2008 from 1:30-3:30 p.m. at the Hilton Hotel in the California Pavilion B (on the 2nd floor).

Why should you attend the Training Showcase? To see examples of outstanding training programs, have a unique opportunity to network with staff development and training professionals from around the nation and find exhibit materials targeted to trainers.

Partial List of Participating Organizations and Topics

- Amigos Library Services: Learning@Amigos.Org
- American Society for Training and Development (ASTD): Training Resources
- Cleveland Height-University Heights Public Library: Library Experience Program
- Colorado Library Consortium (CLiC): Library Education Opportunities, ask LEO
- **Crisis Prevention Institute**: Prepare Training® Program
- Georgia Public Library Service: PINNACLE Library Leadership Institute
- **Infopeople**: Training the Infopeople Way: Moving Libraries Forward
- Neal-Schuman Publishers: Professional Education Network
- Paul Signorelli & Associates: Best Practices: PowerPoint for Onsite and Online Training
- Pub. Lib. of Charlotte & Mecklenburg County: Information Technology Core Competencies
- Southeastern Library Network: SOLINET
- University of Arizona Libraries: Friday Socials: Workshops on the Web 2.0 World
- University of North Texas: Lifelong Education @ Desktop (LE@D)
- **WebJunction**: WebJunction Learning Services

Hats off to the 2008 Training Showcase Sponsors:

WebJunction is a cooperative of library staff sharing and using online resources that enable them to identify and embrace appropriate technologies and apply them to daily work. To sustain this effort, WebJunction partners with library and cultural heritage organizations and those that support them in meeting their objectives through effective use of collaborative, web-based technologies. Find out more about WebJunction at <http://www.webjunction.org/>

Infopeople is a statewide LSTA project that functions as the training arm of the California State Library. Infopeople provides a wide variety of practical workplace training, primarily focused on technology, lifelong learning, and services to the underserved. Instructors are independent subject experts who are coached by a training consultant to insure consistency and quality of instruction. Find out more about Infopeople at <http://infopeople.org/>

Crisis Prevention Institute (CPI), has been dedicated to creating crisis prevention and intervention training and resources to support the work of helping professionals and those whom they serve since 1980. Known worldwide for its behavior management best practices, CPI is recognized as the international standard for crisis prevention and intervention training. Find out more about Crisis Prevention Institute at <http://www.preparetraining.com/>

Member Profile: Melissa Lattanzi

Compiled by Gail McGovern, Planning and Training Wizard, (gmcgovern@macnexus.org)



Name: Melissa Lattanzi

Organization and your position there: Senior Continuing Education Specialist, Northeast Ohio Regional Library System (NEO)

How long have you had that job? 10 years

Describe your typical work assignments:

I am responsible for all the continuing education for the northeast quarter of the state of Ohio. I plan about 175 programs a year which includes face to face workshops, virtual training and learning groups which are networking roundtables. I am on the road a lot. Our office is not centrally located so we hold workshops throughout our quarter of the state. I also teach Microsoft Office classes.

What was your most interesting library-related job before your present position? Why?

Previous to being in continuing education I was the Clerk-treasurer of the same organization for three years. I did all the accounting for the system and also did training. When I returned from my first conference as a clerk-treasurer I immediately planned a workshop for my regional treasurers with the new speaker I heard. I think I knew then that I wanted to be coordinating training.

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What is your educational background and where did you earn your degree(s)?

I have a bachelor's in Business with a major in accounting from Bowling Green State University in Ohio.

What is the most helpful training resource that you use on a regular basis?

I feel that word of mouth is the most reliable. When I here from colleagues that someone is a good presenter. I contact the speaker to find out what their topics are their strengths. I also have a continuing education advisory committee that is very helpful. I also do brainstorming with my learning groups and other times that I have a captive audience and meet with some of my larger libraries.

Describe your best training idea to share with CLENE members.

My best idea has to do with filling the workshops. At NEO we have developed what we call Co-op Training. CO-OP CE is a Continuing Education proposal designed to meet the special continuing education needs of the NEO member libraries of all sizes.

This partnership allows NEO and member libraries to partner to provide CE for large, medium and smaller member libraries, thus increasing the number of CE opportunities for a library's staff, while providing cost savings to everyone!

Here's how the program works:

- I work with a library to coordinate speakers and other identified programming. This will include "high end" speakers, along with other specific tailor made training identified by the library.
- The programs will be presented at the requesting library or close proximity to the library, thus reducing the cost of travel and loss of staff time.

See Profile continued on page 6

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As learners, we love to learn, life-long learning is our mantra. “The process, more than the content or the result is especially exciting for you. You are energized by the steady and deliberate journey from ignorance to competence. The thrill of the fire few fact, the early efforts to recite or practice what you have learned, the growing confidence of a skill mastered – this is the process that entices you. Your excitement leads you to engage in adult learning experiences... The outcome of the learning is less significant than the getting there.”

Therefore, as you go about your daily activities build on your strengths and assist others on identifying and improving theirs. After all, that is what learning and development is all about.

Buckingham Bookshelf:

- First, Break All the Rules: What the World's Greatest Managers Do Differently (1999)
- Now, Discover Your Strengths (2001)
- Go Put Your Strengths to Work: 6 Powerful Steps to Achieve Outstanding Performance (2007)
- StrengthsFinder 2.0: A New and Upgraded Edition of the Online Test
(from Gallup's Now, Discover Your Strengths 2007)

WebJunction Surveys Reveal Key Impacts of Library Staff Training

WebJunction is very pleased to share its recent publication, the Staff Training in Libraries: 2007 Fact Sheets. These fact sheets provide a snapshot of how public and academic libraries support, deliver and evaluate staff training programs. The data in these fact sheets were collected from over 300 libraries that were randomly selected to participate in a Web-based survey from May 15 to July 1, 2007. Highlights include key findings on how staff training is provided in terms of training formats, impact on staff performance and dollars spent. Download a free copy and find additional staff training resources at www.webjunction.org/stafftraining.

Keeping Up with Trends

Learning Circuits featured an article by Ralph Vacca, co-founder and chief learning architect at Kognito Interactive titled, *Learning Games, Going Beyond Fun*. He suggests that trainers “view learning games as an activity that engages the player in pattern recognition behavior, within a set of defined rules, all for the purpose of overcoming defined challenges. The mastery of this pattern recognition behavior to overcome a challenge is engaging and fun.” Read more at www.learningcircuits.org/0308_vacca.html

Trendwatching.com offers two recent briefing reports of interest to libraries; check them out at <http://www.trendwatching.com/trends>

For April 2008, the briefing is titled, STATUS STORIES, which has a focus on helping users tell a story to others that makes them more interesting...isn't that what libraries as providers of life-long learning has always wanted to do?

For May/June 2008, the briefing is ECO-ICONIC, which has a focus on an even greater emphasis on green products and services. From “ECO-UGLY (ugly, overpriced, low-performance) to ECO-CHIC (eco-friendly stuff that actually look as nice and cool as the less sustainable originals) to ECO-ICONIC (Eco-friendly goods and services sporting bold, iconic markers and design, helping their eco-conscious owners show off their eco-credentials to their peers).”

- The requesting library will identify the number of participants they will guarantee to send to the workshop.
- I determine the cost to the lead library per attendee, which is significantly lower than the cost for other members due to the number of guaranteed staff, thus providing a cost savings.

It's a win-win solution for NEO and member libraries that works!

What is your favorite place that you have traveled and why?

I enjoy cruises. I have been on two one to the Western Caribbean and one to the Bahamas and Key West. I like cruises because you can see several different places at one time. You can choose to all sorts of things or just relax and do nothing. I really enjoyed the excursions and trying new things. The Western Caribbean was my honeymoon and the Bahamas was just before my husband and I decided to have children. My children are Leah, 5 and Paul, 8 and I have not been on a cruise since. Hopefully in 10 years I will get to go again.

What is your favorite thing to do when you attend library conferences?

Midwinter was my first national conference. I enjoyed meeting and networking with new people and hearing their ideas. I am anxious to go to several sessions and hear new speakers that I might be able to bring to my region I liked seeing the city and going to different restaurants

What is the biggest training disaster you have ever experienced?

The biggest training disaster I had was this past winter. As I mentioned I do a lot of traveling. I was going to a workshop at library an hour and a half away from our office. I had not been there before. I have normally had pretty good luck with finding places and have a good sense of direction.

The workshop was at 9:30 a.m. I left at 7:00 a.m. figuring I would get to library about hour to a half before the program. I *mapquested* the directions and was doing well until the directions told me to

go the wrong way on a route. I knew immediately that it was incorrect unfortunately it was one of those rural highways that you can't turn around for several miles.

From there it just got worse. To make a long story short, I contacted the speaker and he started without me. I got there at 9:45 a.m...

The workshop continued and everything turned out fine, but I felt terrible because I have never once been late to a workshop. The lesson I learned was to contact the library and receive specific directions from them and not to rely on internet mapping sites.

Congratulations to CLENE's 2008/2009 elected officers. Terms begin at the end of the 2008 ALA Annual Conference in Anaheim.

Vice-president/President-elect:
Pat Carterette

Secretary:
Janie Hermann

Board Members:
Christopher Jones
Betha Gutsche
Shelley Walchak

**Learn from other CLENE members
Subscribe to
the CLENERT Discussion List**

1. Send an email message to: listproc@ala.org
2. Leave the subject line blank.
3. In the body of the message type: subscribe CLENERT [YourFirstName] [YourLastName]
4. You will receive a standard welcome message (SAVE IT FOR FUTURE REFERENCE).
5. To post messages to the discussion list, send an email to: CLENERT@ala.org

FREE TRAINING RESOURCES FROM THIAGI

Readers of past issues of the CLENExchange that mentioned Thiagi asked for additional information about his free resources. His website is at <http://www.thiagi.com/> These ideas are excerpts from 2007 issues of Thiagi's Gameletter, *Seriously Fun Activities for Trainers, Facilitators, Performance Consultants, and Managers*.

Brief descriptions and links to complete instructions are included.

Clear Communication is a paper-and-pencil game used to strengthen the ability to come up with examples of communication concepts.

All players write an example that belongs to a given specific category. Each player votes for the clearest example among those written by the other players. The player whose example received the most votes wins the game card.

<http://www.thiagi.com/pfp/IE4H/august2007.html#Paper-and-PencilGame>

Concern is an audio game to for use in customer service training.

Instead of giving participants a checklist of suggestions and having them apply these suggestions in roleplay practice, this activity requires participants to analyze best-practice examples of displaying concern during telephone conversations and applying the key features. Four teams of participants listen to different audio recordings of telephone conversations with customers. Based on these analyses, participants create sets of guidelines, first within the teams and then across the teams. They apply the items from the checklist during roleplay sessions.

<http://www.thiagi.com/pfp/IE4H/february2007.html#AudioGame>

Do You Remember is a simulation game used to explore the ability to remember more in teams.

Participants are shown a tray of miscellaneous items and told to remember as many as they can.

Participants do the exercise again in teams of four and combine lists.

<http://www.thiagi.com/pfp/IE4H/january2007.html#SimulationGame>

Game Time Decision is a simulation game used to explore components of decision-making and critical thinking.

Participants are divided into teams to create a word or phrase associated with decision-making. They are given selected letters of the alphabet and \$300 in play money to pay for guidance for the facilitator (\$100 per question). Once the money is used no more questions may be asked.

<http://www.thiagi.com/pfp/IE4H/april2007.html#SimulationGame>

Why is a paper-and-pencil game used to force participants to think deeply to justify basic principles and assumptions related to a specific training topic.

Participants are asked to write "Why?" questions related to the training topic. Questions are passed on to other participants to answer them. The topic example used is leadership.

<http://www.thiagi.com/pfp/IE4H/april2007.html#Paper-and-PencilGame>

Don't miss CLENE's weblog, *CE Buzz*

Check it out at <http://cebuzz.wordpress.com/> and you'll find...

- coverage of trends in learning theory and practice.
- links to online learning resources
- coverage of "hot topics" in CE and staff development.

Your Invitation to CLENE Events at Annual

ALA Annual Conference June 26-July 2, 2008, Anaheim

Friday, June 27	8:30 a.m. - 12:30 p.m.	Competencies Preconference	ACA 212A
Friday, June 27	1:00 p.m. - 5:00 p.m.	Staff Development Preconference	HIL Palisades
Saturday, June 28	8:00 a.m. - noon	CLENE Board Meeting I	ACC 205B
Sunday, June 29	1:30 p.m. - 3:30 p.m.	CLENE Training Showcase	HIL Calif. Pavillion B
Monday, June 30	8:00 a.m. - 10:00 a.m.	CLENE Board Meeting II	HIL San Clemente
Monday, June 30	1:30 p.m. - 3:30 p.m.	CLENE Staff Development Group	ACC 213 D

For more information from ALA about the conference, see the website at
<http://www.ala.org/ala/eventsandconferencesb/annual/2008a/home.cfm>

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