

CLENEExchange

September 2005

“School ends, but education doesn’t.”

Volume 22, Number 1



CLENE Second Annual Training Showcase Wows Attendees

CLENE’s second annual **Training Showcase**, held at the American Library Association 2005 Annual Conference in Chicago, featured innovative initiatives and programs in continuing education, staff development, and training provided by libraries across the world. The program was held on Saturday, June 25th from 1:00-4:00 p.m. in McCormick Place.

Showcase presenters included:

American Management Association (AMA) www.amanet.org/index.htm, A global not-for-profit, membership-based association providing a full range of management development and educational services to individuals, companies and government agencies.

Note: All CLENE members have access to CLENE’s corporate membership with the AMA that online web services, newsletters, and discounts for seminars and programs. To take advantage of the member only benefits, contact Barbara Rittinger at brittinger@arlingtonva.us

American Society for Training and Development www.astd.org, The world’s largest association dedicated to workplace learning and performance professionals with members and associates from around the globe.

WebJunction, www.webjunction.org, An online community where library staff meet to share ideas, solve problems, take online courses - and have fun.

Note: CLENE thanks WebJunction for helping to sponsor the 2005 Training Showcase.

See Showcase continued on page 3

Keeping Up With Learning

by Gail McGovern (gmcgovern@macnexus.org)



Do you ever wish you had a simple way to absorb what you need to know to keep current about learning theory, practice and future trends? To help you wade through the plethora of sources available, I have chosen

those I find most valuable in the field of learning. First, keep in mind this advice from futurist Brenda Cooper — “Forgive yourself right now for not knowing everything, and decide to focus on things that interest you, and mean something.” To read the full article, see www.futurist.com/portal/creating_your_future/crf_keeping_up.htm

If trends in learning is your top priority, get connected with Elliott Masie at www.masie.com/ I urge you to subscribe to the free Learning TRENDS email newsletter and look at Masie’s new venture, Learning 2005 as a great model for training events of the future. At the conference site, www.learning2005.com/university, you can find cutting edge thinking as well as new ways to provide content to your learners.

IT Conversations, “a listener- and underwriter-supported network of high-end tech talk-radio interviews, discussions and presentations from major conferences delivered live and on-demand via the Internet” is a great source for ways technology is affecting how we learn. You’ll find a wide spectrum of people to sample...from Malcolm Gladwell to Wil Wheaton (yes Wil was Wesley Crusher on Star Trek: The Next Generation) at <http://itconversations.com>

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CLENE Board 2005-2006

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For additional committee chairs and liaisons, see the CLENE website listing at
<http://www.ala.org/ala/clenert/officers/officers2006/officers2006.htm>

Anytime, Anywhere Answers, Buff Hirko, Washington State Library, bhirko@secstate.wa.gov
A series of five-week classes that blend face-to-face and online, individual and collaborative learning methods introduces reference service delivery in the online chat environment; the program is based on core competencies and emphasizes learning from the user perspective.

Boot Camp, Mary Kay Wilder, Arapahoe Library District, mkwilder@ald.lib.co.us
A 2-week entry level program equips new hires with the skills they need to perform their jobs from the first day they join the Public Service Staff and includes Orientation, Basic Reference Training, Reference Interview, Licensed databases, Starting with Storytime, Let's Talk Tech, and Circulation Training.

Connections at the NCSU Libraries, Monica Lopez & Angie Ballard, North Carolina State University Libraries, monica_lopez@ncsu.edu
This intranet-based service provides staff with a single, comprehensive source for training and development opportunities and resources and brings together news about staff events with discussion forums, in-house training registration, a planning calendar, and a weblog.

Continuous Learning Subscription Service, Jan Ison, Donna Schaal, Amy Weber, Lincoln Trail Libraries System, ce@lincolntrail.info
The CLaSS model, in use for two years, was designed to reduce bookkeeping costs for member libraries and for LTLS; provide an inexpensive one-time fee covering all education and training for a given library, for all staff, for the entire year; and enable online registration for programs.

CSI Fresno, Camille A. Turner, Fresno County Public Library, camille.turner@fresnolibrary.org
Job search training incorporated into the organization fabric through the long range plan and performance goals. Strategies were developed to ensure access to the career services at the Central Library and 34 branches.

DNA of the 21st Library & Information Professional, Helen Partridge & Gillian Hallam, Queensland University of Technology,
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h.partridge@qut.edu.au

A sponsored research project aimed at identifying the generic capabilities and discipline knowledge required by the successful library and information professional for the twenty first century, using the metaphor of DNA to illustrate the intertwining relationship between professional and personal skills and attributes.

Evaluation & Return on Investment (ROI) for Training, Barbara J. Stites, Southwest Florida Library Network, bstites@fgcu.edu

This 2005 study outlines training evaluation practices currently used in training programs for library staff members, suggests a training evaluation model for use with library staff, and to provide possible solutions for implementation of a comprehensive evaluation system, including return on investment.

Library Education @ Desktop, Gary Werchan, University of North Texas School of Library and Information Sci., gwerchan@lis.admin.unt.edu
An IMLS-grant funded project to develop and deliver a series of Internet-based continuing education tutorials to library staff and offers courses such as Managing Difficult Patrons, Copyright Basics for Libraries, Improving Co-Worker Relationships, and other topics relevant to all library workers.

LibraryU, Lisa Barnhart, Illinois State Library, barnhart@gridcom.net

Using the model of cooperative authorship, peer review, and peer-to-peer mentoring, over 140 library professionals were trained in online course authorship and content development, creating a cadre of leaders throughout the state ready to bring e-learning to Librarians and their patrons.

Live Online Training, Diana Bitting, PALINET, bitting@palinet.org

With an Internet connection and browser, network members and non-members alike may attend live online training programs covering a wide variety of library tools, technologies, and trends. The combined curriculum of the four networks offers a variety of terrific resources.

See Showcase continued on page 6

Member Profile: Brenda Hough

by Mary Power, Seattle Public Library, (mary.power@spl.org)



Name: Brenda Hough

Organization and your position there:

Northeast Kansas Library System (NEKLS),
Lawrence, KS, Technology Coordinator

How long have you had that job? I just started at NEKLS in April 2005.

Describe your typical work responsibilities:

Variety is the name of the game in my position! My primary responsibilities include providing technology consulting and training for library personnel in public, school, and academic libraries throughout northeastern Kansas. I also participate in statewide projects as needed and collaborate with the technology coordinators from the other regional systems in Kansas (NEKLS is one of the seven regional library systems in the state). In addition to helping oversee current NEKLS technology services, I get to research and propose future service possibilities. It's hard not to get caught up entirely in the present day, but I consciously make an effort to try to spend at least a small part of each day planning for the future and reading library-related blogs, listservs, and publications.

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

I have been lucky and have had three great experiences as a professional librarian (my first two jobs and now NEKLS). My first job after library school was with the Lake Agassiz Regional Library System in Minnesota. My director was an incredible mentor – a big-picture thinker who never let things get dull or routine. I left that job to be a traveling trainer with the Bill and Melinda Gates Foundation's US Library Program. It was an amazing experience and I got to visit libraries all around the country. I trained over 3000 librarians during my 4 ½ years with the foundation. I keep running into librarians here in Kansas whom I remember from the Gates training I did here.

Where did you earn your MLS?

I received my MLS from Emporia State University's School of Library and Information Management (SLIM) in 1995. Now I'm back at SLIM, pursuing a PhD. I've finished my courses, so next up – qualifying exams and then work on the big "D" begins. Gulp!

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

WebJunction just seems to keep getting better and better. It feels like more information is being added all of the time and I find information and articles that are really useful to me for training. I'm a volunteer moderator for one of WebJunction's All Aboard discussion forums (technology planning) and it's exciting to see the increase in traffic there, too. I'm also a big fan of the Infopeople project and I check that site regularly. MOREnet in Missouri does some very cool things, too, so I regularly look to see what they are up to.

Describe your best training idea to share with CLENE members. My training philosophy is to always strive to be "the guide on the side," rather than "the sage on the stage." I have also realized

that the highlight of a training session for many attendees is the opportunity to interact with other librarians, so I always, always, always try to incorporate discussion activities into training.

What is your favorite place that you have traveled and why? This is a hard one! In 2004, I traveled to Guatemala and participated in a Spanish-language immersion with Probigua. Probigua is a great organization – all of the money earned by the language school goes to support the development of libraries in the country. I would definitely rank that trip as one of my favorite travel experiences.

What is your favorite thing to do when you attend library conferences? I have a short attention span, so try to be selective and then really attentive about a few presentations, rather than trying to attend everything. For fun, I like to try to identify the celebrity librarians in the crowd (“Ooo, there’s Nancy Pearl! Look, look, it’s Jenny Levine....”).

What is the biggest training disaster you have ever experienced? And what did you learn from it? I’ve been doing technology training for over ten years now, so I’ve experienced a lot of disasters. No Internet connectivity. Power outages. Broken air conditioners. Broken heaters. Cockroach infestations in the training lab. I’ve had students cry and I’ve had students fall asleep (luckily these are the exception, rather than the rule). I think my biggest training disaster involved a mother and daughter who attended a training session together. The mother was fairly new to computers and the daughter kept shouting at her, making derogatory statements like, “*You’ll* never get this, Mom.” The rest of the class participants were of course, distracted, and also just plain uncomfortable. Luckily, I was team teaching and after a frantic behind-the-scenes discussion, my training partner and I decided that we would split the class into two groups and each of us would take one of the groups for the rest of the day. Guess who we split up?

Another great source for what’s new in elearning is available from the American Society for Training and Development (ASTD). Both the Learning Circuits website www.learningcircuits.org/ and the blog <http://learningcircuits.blogspot.com/> provide information about how to use technology efficiently and effectively for learning. You can subscribe to the free email bi-weekly newsletter.

In preparation for this article, I clicked on some links from the above mentioned sources and found some new elearning sites you may also find of interest. First elearnspace, which offers both a site and blog for the exploration of elearning, knowledge management, networks, technology and community at www.elearnspace.org/index.htm/

A long time favorite resource of mine is a website by Don Clark that offers a wealth of information about knowledge, learning, performance, and leadership. His site now includes a news blog at www.nwlink.com/~donclark/news/news.html

Even though I only check this site quarterly (just before I put together the CLENExchange), I think you may find it useful especially since I found a fascinating link this time. The site is from Training Magazine at www.trainingmag.com and the link is from the news digest section. I was intrigued by the item title—New Training Musical—“Life Changes” uses theater to promote the benefits of coaching and mentoring. At the Life Changes site, www.lipa.ac.uk/standard/cameo/lifechangesthemusical.asp/ you will find details about this innovative way to involve students by using songs and dialogue to explain the part that coaching and mentoring can play in life.

While I was writing this article, the September 7 issue of Elliott Masie’s email newsletter, Learning TRENDS, arrived and two of the items fit so well in this article, that I decided to reprint them here:

a) Learning Hybrids - Innovations in Combinations: The next wave of innovations in the learning world are likely to be “hybrids”. New combinations of content styles, methods and technologies will yield interesting and powerful

New Employee Orientation Program,

Patricia Promis, University of Arizona Library, promisp@u.library.arizona.edu

Allows individuals new to the library to begin to successfully assume responsibilities expected of them, so they are knowledgeable and confident to participate in the library/university and help it to succeed in fulfilling its mission and vision.

Ohio Library Support Staff Institute,

Linda S. Dobb, Bowling Green State University, bgsulib@wcnet.org

A three day residency for library support staff from Ohio, West Virginia, Pennsylvania, and Michigan includes classes on everything from self-defense to book repair to the MARC format and online reference tools.

OPAL: A Collaborative Web-Based Programming Opportunity for All Libraries,

Lori Bell, Mid-Illinois Talking Book Center, Alliance Library System, lbell@alliancelibrarysystem.com

A collaborative group of all types of libraries provides live, real-time, interactive programming and training on the web for library users. The software used is Talking Communities ivocalize which features voice over IP; text chat; web co-browsing; and presentation capabilities.

Outreach Package for Scientists & Engineers,

Karen Buxton & Christine Noonan, Hanford Technical Library, Pacific Northwest National Laboratory, christine.noonan@pnl.gov

This program combines methods for educating employees about library staff capabilities, online research tools, and physical collections and is designed to raise awareness of library resources and teach scientists, engineers, and support staff to use online tools.

Plug and Play, Karen Harris, Gwinnett County Public Library, kharris@gwinnettpl.org

Serves to introduce employees to the goals, objectives, Mission and Vision of the organization and provides focused attention to customer service delivery so a new staff member can be “plugged-in” at the service desk much sooner.

Public Service Survival Skills, Lori Albrizio, Nova Southeastern University Alvin Sherman Library, albrizio@nsu.nova.edu

An interactive, role-playing staff development program designed to help front-line librarians learn how to develop better customer service skills, as well as how to deal with difficult people.

Ready for Reference, Mary Bucher Ross, Seattle Public Library, mary.ross@spl.org

Prepared staff who had previously been providing subject-specific reference for their new interdisciplinary, collaborative reference roles with the Reference Services Model, which emphasizes interdisciplinary assistance.

SOLINET Ecademy, Beth Cackowski, SOLINET, bcackowski@solinet.net

In its second year of development and implementation, the Ecademy program provides web-based courses to reach remote users, conduct network orientations, and introduce our members to specific library resources.

SOS: Staff Online Safety Training,

Susanne Woodford & Laurel Steiner, King County Library System, susanne@kcls.org

KCLS examined body mechanics as related to ergonomics risk factors and proper use of new technology then created online training that addressed basic ergonomics principles helping staff perform these tasks safely.

Staff Development From the Ground Up,

Lew Belfont & Susan Stonesifer, Howard County (MD) Library, belfontl@hclibrary.org, stonesis@hclibrary.org

Learn how to create a low cost, high impact, outcome based staff development program to meet staff’s training needs and create continuous learners and discover how to create a philosophy of training that empowers staff to become teachers as well as learners.

CLENE thanks members of the Training Showcase Committee for their hard work—Jennifer Sharkey, Purdue University, Chair, Alan Harkness, Gwinnett

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innovations. We are tracking technologies that are gaining popularity outside of the workplace (eg. SMS Text Messaging, GPS, Citizen Journalism, Mobile Devices, TIVO) along with new learning drivers (Compliance, Globalization, Personalization, Virtual Teaming).

Hybrid combinations of these elements will yield high potential learning innovations such as:

- * Leveraging of RSS “Feeds” for Real Time Compliance and Knowledge Updating.
- * Mobile Learning Models combining context data from GPS and the ability to locate appropriate colleagues or resources by profile and location.
- * Communities of Preference models that allow for “sorting” of learning resources based on references from very specific groups of colleagues or customers.
- * Video based PodCasts available in a juke-box format for in-class instructors to use to bring experts and perspectives into the classroom.
- * Personal Learning Portfolios that can be built as one reads content on-line, clicking or dragging content for future in-depth learning.
- * Learning Google on Steroids...extending the search capabilities to leverage metadata and personal learning styles.
- * Digital Coaching...providing continuous presence coaching for new employees or workers in leadership development, including IP Video and daily “check-ins”.

Watch for Learning Systems such as LMS, LCMS, Web Conferencing, Document Management, Video Conferencing and Talent Management to start addressing these Hybrid models. Each will require innovation to combine content, methods and technologies in creative ways.

b) “Feeds for Learning” - RSS-Learn Added to Learning 2005: I am convinced that “Feeds”, the use of Really Simple Syndication (RSS) will become one of the very powerful and widely used new technologies.

Watch for Feeds for Learning to become a daily part of your work and learning process. There are changes coming in Browsers and Content systems that will make it easy to add a “Feed” or

RSS indicator on any page of content. Your browser will indicate that a feed is available. You will be able to select very personalized subscriptions to these feeds.

Okay, now it’s your turn, please tell CLENE what you are doing to keep up with learning— what do you read, listen to, or watch to find out about what’s happening? Also, how techie are you? Are RSS feeds a part of your routine? Do you or your library have a blog or wiki, do podcasting or webcasting?

**Take the brief Keeping Up Survey
at the CLENE website
www.ala.org/ala/clenert
and tell us about your environment.
Results will be published both online
and in the CLENExchange.**

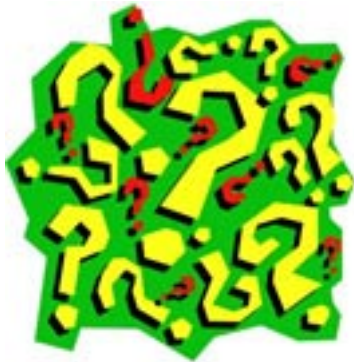
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County Public Library, Vice-Chair, Tina Hurbert, Lewis & Clark Library System, Rebecca Richardson, Purdue University and Mary Ross, Seattle Public Library.

**If you would like to submit an
application to present at
The Third Annual
CLENE Training Showcase
to be held at the
2006 ALA Annual Conference**

**Check the CLENE website
www.ala.org/ala/clenert**

**Application materials will be
available for download soon.**



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at the CLENE website
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- Access to special track on HR/Training issues
- Access and benefit from case studies
- Use of interactive self-assessments

See the public AMA Website at
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