

# 2005 Training Showcase

Saturday,  
June 25th  
1:00 - 4:00 p.m.  
McCormick Place -  
N230

## 2004-2005 Training Showcase Committee Members

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Purdue University

Alan Harkness, Vice-Chair  
Gwinnett County Public  
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Lewis & Clark Library  
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This program is brought to you by the Continuing Library Education and Network Exchange Round Table.

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



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...and all others for helping out at this event.

**CLENE Informational Table, [www.ala.org/clenert/](http://www.ala.org/clenert/),** Learn more about the Continuing Library Education and Network Exchange Round Table and how to become an active member.

**American Management Association, [www.amanet.org/index.htm](http://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.

**American Society for Training and Development, [www.astd.org](http://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](http://www.webjunction.org),** An online community where library staff meet to share ideas, solve problems, take online courses - and have fun.

**Anytime, Anywhere Answers, Buff Hirko, Washington State Library, [birko@secstate.wa.gov](mailto:birko@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.

**Beginning Workshop, Debra Bacon-Ziegler, Library of Michigan, [bacon-zieglerd@michigan.gov](mailto:bacon-zieglerd@michigan.gov)**  
A week-long workshop for new directors & staff from mostly small, rural public libraries. A 2005 revised agenda is grounded in the QSAC (Quality Standards Audit Checklists) Essential quality measures.

**Boot Camp, Mary Kay Wilder, Arapahoe Library District, [mkwilder@ald.lib.co.us](mailto: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](mailto: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](mailto: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 that would cover 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](mailto: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 21<sup>st</sup> Library & Information Professional, Helen Partridge & Gillian Hallam, Queensland University of Technology, [h.partridge@qut.edu.au](mailto: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](mailto: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 Sciences, [gwerchan@lis.admin.unt.edu](mailto: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.

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**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.

**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, susannew@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.

