

CLENEExchange

December 1999

“School ends, but education doesn’t.”

Volume 16, Number 2

President’s Message

by Diane Brown

Last Spring, I had the opportunity, thanks to CLENE, to attend the annual conference of the American Society for Training & Development. All sessions were particularly good.

I would like to share with you some of the information from a session, “Building Trust in the Work Place,” that was presented by Colleen Cooper and Carole Dudley.

Their presentation envisioned trust as a triangle composed of self-trust or inner trust and being trustworthy and trusting others. Thus, trust could best be achieved by delivering promised results, acting with integrity and showing concern for others. They describe lack of trust in an organization to be “like a cancer that permeates the system affecting work productivity and the well being of all.”

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Contact Revision

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A Powerful Vision

by Gail McGovern



“...the span of time it takes for half of a worker’s skills to become obsolete has declined from 7 to 14 years to 3 to 5 years.”

Age Power: How the 21st Century Will Be Ruled By the New Old by Ken Dychtwald. Tarcher, 1999.

No matter what your age or your connection with continuing education, this book is a must read.

The emphasis on lifelong learning is compelling for you as not only as a CLENE member, but also in rethinking your own life goals.

As Dychtwald says, “In the past, education was geared to preparing the young for their lifetime careers. Yet the speed of technological innovation guarantees that you can’t be alive for eight or nine decades without needing to retrain multiple times throughout your worklife. A recent National Research Council study asserted that a worker’s ‘occupational half life’—the span of time it takes for half of a worker’s skills to become obsolete—has declined from 7 to 14 years to 3 to 5 years. And it is anticipated that the average worker will hold seven jobs during his or her working life.”

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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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Subscription rates:
\$20 a year (4 issues).
Outside the U.S. and
Canada \$25 a year.

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The 10 steps to building trust, as enumerated by Cooper and Dudley are:

1. Clarify your own intentions. You should be honest with yourself about your goal and purpose in any interaction.
2. Listen to your thoughts, which are the link between feelings and actions.
3. Trust your inner intelligence and wisdom.
4. Get to know people as people.
5. Communicate openly.
6. Seek first to understand; spend more time asking and listening than talking.
7. Achieve results and follow through on promises. The best of intentions is great, but people will really look at what you do as opposed to what you say you will do.
8. Act with integrity and be consistent. It helps build trust if people know what to expect from you.
9. Demonstrate concern and respect for others.
10. Help identify and express assumptions and commonalities, and reach consensus on goals and purpose.



Training Managers to Train by Brother Herman Zaccarelli. Crisp, rev. ed., 1996.

Another of the Crisp 50-Minute books, this one includes the usual great checklists, tips and activities.

Correspondence Course Online

The California Opportunities for Reference Excellence (CORE) correspondence course for public library staff is available online at the San Joaquin Valley Library System site (www.sjvls.lib.ca.us/sjvls/cconten.htm).

CORE is a statewide training program developed for public libraries; the San Joaquin Valley Library System headquartered in Fresno, California manages the project on behalf of the California State Library. CORE began in 1988 and has developed several different curriculum packages.

You will find excellent materials on a variety of topics such as: the reference interview, evaluating and using new reference books and electronic sources, using the library catalog as a reference tool, and specifics of using basic reference tools (e.g. almanacs, geographical dictionaries).

The cornerstone of the course is, "No is never an answer."

vision continued from page 1

Dychtwald is a psychologist and gerontologist. He clearly lays out what he feels are the dangers facing society because of “the changing markers of aging” and proposes solutions (e.g. allowing people to choose their own retirement age and make it easier for people to find employment in their later years).

While the idea of old age as a period of health and vitality is a welcome one, a number of uncomfortable questions arise when thinking about what will happen when the elderly routinely live well beyond their eighties and nineties (e.g. At what age should people be considered “old” and therefore eligible for “old age” entitlements such as Social Security? and How will millions of working Americans afford the simultaneous costs of funding their children's education, caring for elderly parents, and saving for their own retirement?).

When you find yourself reexamining your goals, keep Dychtwald's “age-proofing” tips in mind:

- Plan to live a very long life—80 or 90 years—and take steps now to guarantee the intellectual and social stimulation you'll want in your later years.
- Don't get trapped in yesterday's “linear” model of aging: Adjust your psychological, social, and financial expectations to support a “cyclic” life plan.
- Envision new career goals and challenges. Intellectual flexibility and the ability to learn new skills and technologies will be key assets in a more longevous era.
- Be prepared to reinvent yourself severtimes in adulthood—you may discover aspects of your potential you never knew existed.

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T2K:Training 2000

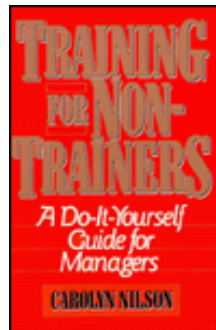
Training Magazine's 23rd annual conference will be February 21-23, 2000 at the Georgia World Congress Center in Atlanta.

Featured presentations include Courage in the Workplace by Desmond Tutu, Win Ben Stein's Knowledge with Ben Stein, The Human Face of Technological Change by Jennifer James. Another special session is Why is Every Street in Atlanta Named Peactree, or Aren't You the Son of That Sherman Guy? by the Players Workshop of Chicago's Second City Improv.

A wide and impressive array of speakers will present hour long sessions on everything you ever wanted to know about training and over 450 exhibitors will have booths at the Expo.

the organization at 1640 King Street, Box 1443, Alexandria, Virginia, 22313-2043, Phone: (703) 683-8100 Fax: (703) 683-8103

If you want more information about T2K and/or Training Magazine, check out the web site (www.lakewoodconferences.com).



Training for Non-Trainers: A Do-It-Yourself Guide for Managers by Carolyn Nilson. AMACOM, 1991.

This book is simple, direct and to the point. It provides a practical and easy-to-read guide for managers and supervisors who have little or no training experience.

Especially valuable are the sections on training individual employees, training groups in classroom settings, the use of peer training, choosing consultants and alternatives to training.



Hot Stuff! *by Gail McGovern*

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

Funbrain.com (<http://www.funbrain.com>)

Aimed at kids and teachers, this site has games you could customize for training. For example, if you like the Hangman game concept of having participants guess a letter, but you would rather have a more positive image than someone hanging, use the Stay afloat idea. For each incorrect guess, one object is placed in the boat. If all the guesses do not produce the words before all the objects are loaded, the boat sinks).

Librarian.net (<http://www.librarian.net>)

Librarian Jessamyn West provides this site for and all about librarians. It offers links to articles about all aspects of librarians' lives from news outlets around the world. An interesting feature is the question of the week poll. When I visited the site, the question was ALA, Worth It, Not Worth It? After a week of responses (62 votes) the poll showed no: 56%, yes: 15% and maybe: 26%.

TechLearn (<http://www.techlearn99.com>)

This site provides an overview of the TechLearn 1999 conference held October 31 - November 3 at Walt Disney World. The results from 223 ses-

sions, including complete presentation slides are available for viewing.

Don't miss the Community Forum where you will find messages posted on topics ranging from the classroom based training and the role and profession of trainers to on-line learning and web-based training.

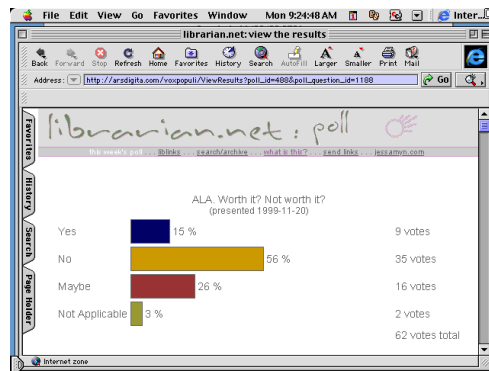
If you are sufficiently impressed by the quality of the conference presentations, you can read about TechLearn 2000 which will be held in Orlando from November 12 to 15th. Tom Peters, the keynote speaker, will address the key issue of "Reinventing Work...Reinventing Learning".

I have not yet attended one of these conferences (they cost close to \$1,000), but they look very tempting and the amount of information provided about the 1999 sessions is definitely worth a look at the website.

If you have a website you love and want to share, send me an e-mail at gmcgovern@macnexus.org



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



Librarian.net (<http://www.librarian.net>)

CLENE Goes Online!

CLENE offers two new electronic services: an e-mail discussion list and a website.

The discussion list will give CLENE members a chance to share information, ask questions and hopefully receive quick answers to issues relating to continuing education.

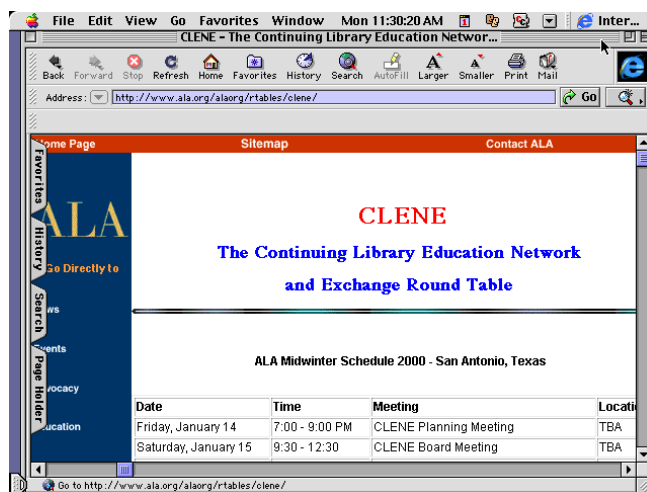
To subscribe to the CLENERT discussion list, send an e-mail message to: listproc@ala.org
Leave the subject line blank.
In the body of the message type:
subscribe CLENERT [YourFirstName] [YourLastName]

Once subscribed, you should receive a standard welcome message.

To post messages to the discussion list, send an email to: CLENERT@ala.org

Currently at the CLENE website, (<http://www.ala.org/alaorg/rtables/clene>) ALA Conference meeting information is available.

The next phase will add such features as: CLENE Board member information with links to email, CLENExchange articles, the CLENE Strategic Plan and links to organizations involved in continuing education for librarians.



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



Creativity and Innovation: The ASTD Trainer's Sourcebook

by Elaine Biech.
McGraw-Hill, 1996.
You can use this book to design your own transformational full-day, half-day, or one-hour creativity-building workshop. Fully reproducible facilitator notes, training designs, participant handouts, activities, instruments, flipcharts, and overheads are included.

Facilitation Skills: The ASTD Trainer's Sourcebook

by Dennis C. Kinlaw.
McGraw-Hill, 1996.
Another in the ASTD trainer's sourcebook series, this book includes ready-made, customizable materials and plans you can use to create a facilitation training program: ice-breaking games, group activities and role plays, questionnaires, overhead masters and handouts.

IFLA 1999 Report *by Darlene E. Weingand*

The 65th Council and General Conference of the International Federation of Library Associations (IFLA) met in Bangkok, Thailand in August, 1999 at the Bangkok International Trade and Exhibition Centre. The conference theme was "Libraries as Gateways to an Enlightened World."

Sub-themes for the conference were: 1) Strengthening the Gateways, including legal aspects of information access, library staff education and training, affordable and efficient communication links, and education at all levels as a component of the life-long learning process; 2) Assuring the Quality and Quantity of Information, including Development of quality of information sources, development of search engines and other means to access information sources, the changing roles of Universal Bibliographic Control and Universal Availability of Publications, publishing in all media for an enlightened world, and conservation of documentary heritage and provision of wider access; and 3) Networking for Quality of Life, including libraries for peace and conflict resolution, libraries for cultural development and aesthetic appreciation, libraries for healthy bodies and wholesome minds, environment and culture information networks, and networking services for the disadvantaged.

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Since my official role at IFLA was to represent CLENE and serve as an ALA representative on the IFLA Section on Education and Training (SET), this report will focus on the Continuing Professional Education Round Table (CPERT), an affiliate of SET, and SET itself. Papers presented may be found either on the IFLANET website (<http://www.ifla.org>) or on the IFLANET Unplugged 1999 CD.

At the official business meeting of CPERT, the theme of the 4th World Conference on Continuing Professional Education (to be held in Vermont just prior to the Boston IFLA 2001) was unveiled: "Delivering Lifelong Continuing Professional Education Across Space and Time."

Papers presented at the CPERT Open Meeting included:

- Web-based Instruction for Continuing Education Students
- Describing the Elephant: What is Continuing Professional Education?"

Section goals for 1998-2001 are:

1. Foster international cooperation on basic and continuing education of library and information science (LIS) educators and practitioners.
2. Uphold the professional status of LIS personnel through internationally recognized

qualifications for LIS work.

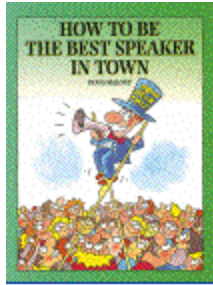
3. Maintain a current directory of worldwide LIS educational programs.
4. Foster the multicultural principles of IFLA, through contribution to the current multilingual lexicon for LIS.
5. Offer professional development opportunities for LIS professionals and educators in developing countries.
6. Disseminate information on innovative curriculum developments and creative methodologies and materials.
7. Foster new professional development opportunities in order to encourage new knowledge, skills and competencies.

The 66th IFLA General Conference will be held in Jerusalem, Israel, August 13-18, 2000, with the theme: Information for Cooperation: Creating the Global Library of the Future.

The 67th IFLA General Conference will take place in Boston, Massachusetts, August 16-25, 2001, with the theme: Libraries and Librarians: Making a Difference in the Knowledge Age.

For more detail about IFLA, e-mail Darlene Weingand at weingand@lava.net and/or the October 1999 issue of **American Libraries** beginning on page 28.

Book Reviews



How to Be the Best Speaker in Town by Doug Malouf. Business & Professional Publishing, 1995.

Doug Malouf is a popular and frequent speaker at American Society of Training and Development national conferences.

This informative and amusing guide will assist you in developing and/or improving your skills in public speakingso that you will better entertain, teach and motivate listeners.

Included are techniques to overcome nervousness, how to effectively use humor, putting together a speech file, and much more to save you hours of prep time.

Of special note are the sections on customizing presentations and the self-improvement progress log.



The Instant Trainer: Quick Tips on How to Teach Others What You Know by C. Leslie Charles. McGraw-Hill, 1997.

First-time trainers will learn how to prepare, deliver, evaluate, and fine-tune presentations to keep trainees riveted and leave them smarter and more capable.

Presented in a casual and informative question-and-answer format, you will find practical, easy-to-absorb tips, techniques, and strategies to help you deal with a wide range of issues — from overcoming stage fright to energizing apathetic trainees.

In addition to checklists, sample forms, and lists of essential training resources, there is even an author hotline if you still have unanswered questions.



The Trainer's Tool Kit by Cyril Charney. AMACOM, 1997

This book provides a quick refresher on 80 key training topics. It is organized in an easy to follow reference look-up, A-Z format.

Selected topics covered include: the principles of learning, budgeting for training, using consultants, coaching, when to use case studies, evaluating training, facilitation tips, flipchart do's and don'ts, mentoring, needs analysis, using overheads, learning contracts, using humor, overcoming resistance and designing ways to reward and recognize.

Whether you are an experienced trainer or a novice, this book has something for you in plain, easy language.



101 Ways to Make Training Active by Mel Silberman. Pfeiffer, 1995.

This book offers over 100 suggestions on how to organize and conduct lively, active training sessions. Each of the 101 techniques is described and illustrated by a goal, a statement of purpose, a procedure, step-by-step instructions, and variations, suggestions for alternative ways to use the technique.

You will find practical ideas to make training come alive and activities which apply to a wide variety of topics.

The ideas are easy to adapt; you will be able to tailor the exercises and games to almost any situation. You may even find new twists to enliven some of your time-tested techniques.

CLENE Midwinter Schedule

American Library Association Midwinter Conference
January 14-19, 2000, San Antonio

Friday, January 14	7:00 p.m. - 9:00 p.m	Board Strategic Planning Session Hilton Palacio Del Rio - La Vista Room
Saturday, January 15	9:30 a.m. - 12:30 p.m	Board meeting Marriott Residence Inn - Alamo Room
Monday, January 17	2:00 p.m. - 4:00 p.m	Staff Development Discussion Group Marriott River Center - Salon B

If you are planning to be in San Antonio for Midwinter, 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 to see you there. Information about the conference is available at the American Library Association website (<http://www.ala.org/events/mw2000>). In case of last minute changes, be sure to check your conference program upon arrival.

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