

# CLENEExchange

June 1999

“School ends, but education doesn’t.”

Volume 15, Number 4

## President’s Message

**Thanks for an Incredible Year** *by Judy Card*

What a year this has been for CLENE! We helped plan the process and participated in the Congress on Professional Education.

We worked with President-Elect Sarah Ann Long who has a long-standing interest in quality staff development and continuing education. We’ve been invited to have standing CLENE representation on the newly formed Conference Program Coordinating Team. And that’s all in

addition to our on-going activities which include this excellent newsletter, work on future publications designed to help all of us out in the field and plans for our conference program, which this year will be outstanding.

I believe all this activity is indicative of the fact that our profession is now taking continuing education and staff development very seriously.

It’s also a result of recognition of CLENE’s year’s of commitment to promoting best practices in continuing education and staff development.

CLENE was a huge help to me when I began my career in staff development.

*See president’s message continued on page 2*

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## Increase Your Brain Power at CLENE’s Conference Program

Join CLENE at the ALA Annual Conference program, *Putting Your Whole Brain to Work*, Sunday, June 27, 9:30 a.m.-12:30 p.m and listen to presenter, Ann Herrmann-Nehdi, CEO of Herrmann International tell you how to:

- enhance communication
- improve team effectiveness
- strengthen organizational learning
- skillfully resolve conflict
- increase job fit
- stimulate creativity and innovation

Make sure you don’t miss this chance to learn more about how your brain and mind function, how you interact with other people and in particular situations, why you are successful or satisfied at work and how you can become more effective.



*Speaker Ann Herrmann-Nehdi, CEO of Herrmann International. Her father, Ned Herrmann, is the company founder and author of **The Whole Brain Business Book**. Even if you aren’t able to attend the program, be sure to check out the Herrmann International website at (<http://www.hbdi.com>).*

*president's message continued  
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**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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CLENE continues to provide inspiration and assistance in terms of CLENE programs, print publications but most of all, its members.

Many thanks to the board and committee members who have worked so faithfully throughout the year. And many thanks to all of you for giving me the opportunity to serve as president. It's been an exciting time and a real pleasure to return something to CLENE.

In the meantime, I hope to see you all at the exciting CLENE activities scheduled in New Orleans!



#### 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, send e-mail to [gmcgovem@macnexus.org](mailto:gmcgovem@macnexus.org) or fax to 916-446-2411.

## Using ALA e-mail lists for gathering information about training

If you want an e-mail source for asking questions about staff development and/or just want to browse through what others ask, check out the LAMA/PAS Staff Development List (see subscription information at the end of this article).

An example of the types of postings is one reprinted below; it was submitted by Barbara Irwin, Head, Technical Services at the Greater Victoria Public Library (British Columbia). Not only did she submit questions, but she also posted a recap of the answers she received!

What are the standards for training budgets in libraries?

The American Society for Training and Development (ASTD) recently has suggested that companies should spend 3% of their payroll on training. (The actual average is .9%) What are other libraries doing in this area?

Most libraries are not close to the 3%, but a number are close to the 1% mark. There is a good article in the "Canadian Learning Journal", March, 1999, p. 4-5, which summarizes a benchmark study done on training & development by OSTD, Conference Board of Canada and the American Society for Training and Development.

Have any libraries developed staff training days/weeks for all staff (like the teachers' Professional Development Days)? What kind of support did you have from your Boards?

Most libraries do not close their facilities for training opportunities because they felt it was better to keep open for the public. (Here in Victoria, the teachers' Professional Development Days are viewed simply as a day off for the teachers. Our Board would probably not support closing our facilities even though they heartily

*See e-mail lists continued on page 3*

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*e-mail lists continued  
from page 2*

support staff training initiatives.) Most libraries will repeat sessions for staff if it is something that all staff need to know. One library (Omaha Public) does have an annual training day, but it is on a day which is a state holiday in Nebraska, but the City of Omaha does not celebrate.

ALA maintains numerous lists you may find of interest. To receive a up-to-date list of ALA lists, send the word LISTS in the body of an e-mail message to LISTPROC@ALA.ORG

To subscribe to a list, send an e-mail message to LISTPROC@ALA.ORG. Leave the subject line blank, or, if your system requires a subject line, enter "subscribe" (without quotation marks) as the subject. As the only line of text in the body of the message, enter the following:

subscribe [listname] [YourFirstName] [YourLastName]

Substituting the name of the list you wish to subscribe to (e.g. stafdv-l) and your own first and last names. Do not include the brackets in your message. Also, please note that any list that ends with "-l" is "hyphen el," not "hyphen one."



If you are interested in minimizing the risk of injury to employees, volunteers and participants when planning special events, take a look at the 35 page booklet, **Sound Advice for Functions & Events**, published by the Nonprofits' Insurance Alliance of California (NIAC) in 1997. A few of the topics covered are "hold harmless agreements" with independent contractors and how to report accidents. I picked up my copy at a Foundation Center library affiliate for free; you can fax NIAC at (408) 459-0853 to see if they are still available free.

*CLENEExchange June 1999*



## **Staff Development Discussion Group at Annual Conference**

Make plans to attend CLENE's Staff Development Discussion Group on Monday, June 28th from 2-4 p.m. The meeting will be held in Room 339 in the Convention Center. Topics to be discussed include a continuation of the discussion on mystery shopping surveys and a demonstration of recent Video CD training products developed at the Columbus Metropolitan Library to support their CLASS (Customer Service) training and STYLE (Reference Interview) training.

For more information about this discussion group, contact Wendy Ramsey by fax at 614-645-2870. or by e-mail [wramsey@cml.lib.oh.us](mailto:wramsey@cml.lib.oh.us) or

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## **CLENE Election Results**

The following were elected and will take office at the end of the 2000 ALA Annual Conference.

### **Congratulations to**

#### **Vice-President/President Elect:**

Wendy Ramsey, Staff Development Coordinator,  
Columbus Metropolitan Library

#### **Members of the Board of Directors:**

Kenna Forsyth, Information Specialist  
Baltimore County Public Library

Patricia Hogan, Administrative Librarian  
Poplar Creek Public Library District



## Hot Stuff! *by Gail McGovern*

Use these resources to help you plan and implement your training sessions.

### BOOK BARGAINS

#### **Acses, the Ultimate Comparison Shopping Engine** (<http://www.acses.com/>)

This site lets you easily compare prices of books, CDs or movies from a number of sites. I used it to compare book prices and was astonished by the choices. I have been relying on Amazon.com as the best buy for months; this site found savings of over 70% on some items I searched.

#### **BookCloseouts.com**

(<http://www.BookCloseouts.com>)

You can shop for book bargains as if you were at an outlet mall!

### TRAINING TIPS

#### **Self Improvement Online**

(<http://www.selfgrowth.com/public.html>)

This site includes a list of public speaking related websites with reviews and recommendations.

#### **Workshop, Seminar and Training Secrets**

(<http://www.howto4u.com>)

This site includes tips on workshop and seminar planning and presentation, adult education training, communications skills and facilitation techniques.

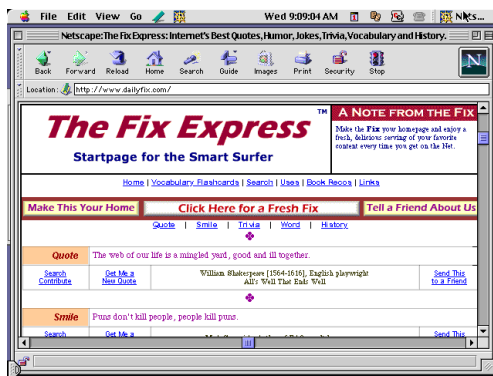
### TRIVIA

#### **The Fix Express** (<http://dailyfix.com>)

If you need a filler for a training program, check out this site. Each day you'll find a new quote, historical fact, piece of trivia, etc.

#### **FunTrivia** (<http://FunTrivia.com>)

Billed as the "World's Largest Collection of Fun Facts and Trivia," you can search facts and trivia which have been contributed by site visitors since 1994. The site is updated daily and features the fact of the day; on my visit it was, "Owls are the only bird with stereoscopic vision (the ability to focus both eyes simultaneously on a subject)."



The Fix Express website (<http://dailyfix.com>)



Acses (<http://www.acses.com>)

If you are looking for a handout you can use to explain needs assessment techniques, feel free to use this one developed by Gail McGovern and Yolanda Cuesta for a workshop on conducting needs assessments.

## Types of needs assessment techniques



### ◆ **key informant interviews**

- provides high quality and quantity of information
- makes it easy to clarify questions
- develops personal relationships
- incurs high cost in staff time for conducting and analyzing

### ◆ **focus groups**

- provides high quality and quantity of information
- makes it easy to clarify questions
- helps library staff develop rapport with community
- incurs medium cost in staff time for facilitating and analysis

### ◆ **community group presentation**

- provides lower quality and quantity of information
- helps library staff develop rapport with specific group
- incurs medium cost in staff time for presenting and analysis

### ◆ **community forums**

- provides lower quality and quantity of information
- helps library staff develop rapport with community
- incurs medium cost in staff time for presenting and analysis

### ◆ **community written survey**

- easier to ask complex questions
- provides library visibility
- incurs high cost in development, production, distribution and analysis

### ◆ **library user written survey**

- easier to ask complex questions
- doesn't reach potential users
- incurs medium cost in development, production and analysis

## 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

ADA Assembly Representative  
contact: Judy Card  
cardj@memphis.lib.tn.us  
901-725-8851

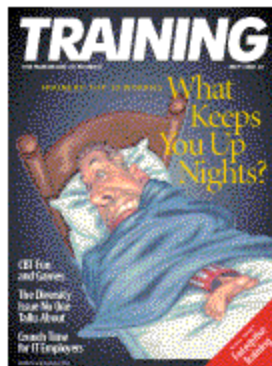
Marketing - plan marketing strategies  
contact: Mary Moore  
MMOORE@statelib.wa.gov  
360-704-5266

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### 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.



## Looking for training tips?

## Check out online magazines

Recent issues of **Training Magazine** is one of the features you can find at the Lakewood Publications website (<http://www.trainingsupersite.com/training/index.htm>)

Here's an excerpt from the cover story of the May issue on trainers' top 10 problems. Written by Kim Kiser, the article is entitled "What Keeps You Up Nights"?

1. Leading an Army of One: You'd like to break a large project into pieces and assign different tasks to your staff people, but you have no staff.

Suggestion: capitalize on the experience of others by finding colleagues who can make short presentations on specific topics in their areas of expertise.

2. Filling the Room: For a trainer who's spent hours developing material and preparing for class, nothing's more frustrating than looking out over rows of empty seats.

Suggestion: charge a fee to those who don't show up for class. Overbook classes the way airlines operate with flights; bump those who habitually miss class.

3. Working a Tough Crowd: What do you do with participants who show up for class, arms crossed in defiance, silently daring the trainer to make them learn something.

Suggestion: Make the class more fun—playing games, holding drawings for prizes, etc. Get reluctant participants involved by asking them to share their experiences.

## CLENE sponsors Preconference on Training Design and Delivery at 1999 Annual Conference

CLENE will present a 2-day preconference at the New Orleans ALA Annual Conference, Thursday and Friday, June 24-25 from 9-4:30. Doubletree Hotel - Rosedown A meeting room. This two-day workshop is designed to provide staff trainers with practical tips and a foundation in the total training process — from beginning (needs assessment) to end (evaluation).

Working in teams, participants will actually perform the steps of the process as they design and deliver a 20-30 minute training session

that is videotaped and reviewed by the class.

Areas of focus include: needs assessment, learning objectives, instructional design (content, adult learning styles, training styles, environmental influences), delivery methods (lecture, group discussion, etc.), training aids (visuals, exercises, humor, group participation), evaluation, and transfer of training.

The cost is \$250 for CLENERT members. Materials, continental breakfasts and breaks are included.



Are you making use of ALA staff development resources? Do you know about the Staff Development Clearinghouse located at ALA Headquarters Library? Check out the Staff Development Committee of the American Library Association, Library Administration and Management Association (LAMA) website (<http://www.ala.org/>

[lama/committees/pas/information.html](http://www.ala.org/lama/committees/pas/information.html)). The Clearinghouse began in 1984 and is composed of a variety of materials collected from all types of libraries throughout the United States, such as Staff Development and Personnel policy statements, training and orientation manuals, Staff Development programs, projects and referrals. Besides the materials, a referral list of institutions which

## Book Review



**The Color Code: A New Way to See Yourself, Your Relationships, and Life** by Taylor Hartman. Scribner, 1998.

If you're familiar with books of models for typing personalities such as **Please Understand Me** by David Keirsey, you will find many similarities in this book. The major focus here though is on motivation rather than behavior. Tools to identify core motives, assess interpersonal conflict, and choose appropriate responses are emphasized.

Hartman is a psychologist and leadership

have not submitted documents to the Clearinghouse, but have sponsored programs and are willing to share information with others. The Clearinghouse is designed to serve as a resource for

coach. His system of personality types is built upon four colors: red (power wielders), blue (do-gooders), white (peace keepers), and yellow (fun lovers). The colors define the characteristics of our fundamental natures. Each person has one true color that explains the motivations behind his or her behavior.

In a simple, easy-to-follow, format, Hartman explains how to ensure that all possible alliances between the types function at optimum effectiveness. He suggests ways to capitalize on each color's positive attributes and offers advice on how to downplay its weaknesses. The book includes the personality test so that you can determine your color.

An audio cassette edition is also available.

any individual or library in the planning or implementation of Staff Development policies or training programs. Materials are available for use by sending an Interlibrary Loan request.

# CLENE Annual Schedule

1999 American Library Association Annual Conference in New Orleans

Thursday, June 24	9:00 a.m.-4:30 p.m.	Training Design and Delivery Preconference, day 1 Doubletree Hotel - Rosedown A meeting room
Friday, June 25	9:00 a.m.-4:30 p.m.	Training Design and Delivery Preconference, day 2 Doubletree Hotel - Nottoway A meeting room
Friday, June 25	7:00 p.m.-9:00 p.m.	CLENE FUN reception for anyone interested in fun Hotel Intercontinental - Les Continents room
Saturday, June 26	9:30 a.m.-12:30 p.m.	Board meeting Holiday Inn Select - Diamond A and B
Sunday, June 27	9:30 a.m.-12:30 p.m.	Putting Your Whole Brain to Work Program Convention Center - Room 344
Monday, June 28	2:00 p.m.-4:00 p.m.	Staff Development Discussion Group Convention Center - Room 339

*If you are planning to be in New Orleans for Annual, 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. In case of last minute changes, be sure to check your conference program upon arrival.*

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