Electronic resources are increasingly the heart of research offerings at academic institutions. Unfortunately, outages and access issues occur from time-to-time causing frustration for users and librarians alike. Public services librarians and staff are generally the first to find out about electronic resource problems either because the issue is brought to them by a patron, or because they are using them to prepare to teach a class. Quick troubleshooting and notification of the staff that handle electronic resources is the best way to get the information to the patron and fix the problem. Marymount University, a private, Catholic, liberal arts university in Arlington, Virginia, sought to solve e-resources problems more quickly by training public services staff in basic troubleshooting and tools involved in electronic resource management, thus improving the information exchange from patron to electronic resources staff.

Marymount library implemented an internal ticketing system to report electronic resource problems in the summer of 2016. While the system was a success in reporting problems, it became clear that public services staff (the primary reporters), could do some triage at the point-of-need rather than submitting a ticket. Additionally, the information included in the tickets could be more complete.

In order to improve the reporting, the electronic resources librarian held a one-hour introduction and training to electronic resources troubleshooting for librarians during summer 2017.

The “Electronic Resources Troubleshooting” session gave a brief overview of the tools used to manage and access electronic resources at the library: such as EZproxy, IP addresses, link resolvers, the knowledge base, and the library catalog. After an overview of the purpose of each tool, librarians were presented with a chart of common electronic resource problems and their solutions.

It was stressed that in many cases, patron misunderstanding was the primary cause of the access issue,
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Unpacking
Midwinter 2019

Angela Glowcheski - LearnRT President

The LearnRT Executive Board met on Sunday of ALA MidWinter 2019 in Seattle. We are excited to announce that we have a full slate for our ballot for the 2019-2020 year. Thank you to all who give their time and talents to our organization. We had a great discussion on recruiting new members and how we can get more involved in state and virtual conferences. Our ability to be present in ways outside of ALA Conferences is important to our growth and success. Outside of our board meeting, the LearnRT was given the opportunity to staff a round table interest booth at the ALA Lounge. We were able to share with those who passed by, the wonderful work we are doing. It was great to see all of you at MidWinter and we missed those of you who couldn’t attend.

New ideas to share?
Send your articles to the editor at editor@alalearning.org
Adult Programming Palooza - An Adventure in Creating and Implementing Statewide Training

Angela Glowcheski, LearnRT President

It started over dinner, as many things do. Several librarians from the state of Georgia talking shop as librarians like to do. We were discussing the challenges of adult programming, and as it often happens, we learned that everyone at that table faced the same challenges. Some people had developed strategies to overcome these challenges. Other people developed possible solutions right there at the table. And then someone said “Wouldn’t it be great if we could just get all the librarians who adult program in the same room to talk through all this and share?” We all agreed, it would be great. Dinner ended and life went on.

While dinner ended for the others, my colleague Tracy and I took this as a challenge, so we started planning and growing a statewide event that we called the Adult Programming Palooza. The plan was for this to be a full day of training. The focus would be program sharing, networking, roundtable discussions and a chance to explore adult learning. We started by reaching out to our statewide professional association to seek funding and support. We were met with approval, and the work began. Our budget allowed 60 participants to come together for this inaugural training. In the end, 165 people registered. Tracy and I felt we had stumbled upon a need and were met with enthusiasm and appreciation by everyone we shared details of the event with.

On December 7, the first Adult Programming Palooza welcomed over 70 Georgia participants hailing from Savannah to the Tennessee border. With the goal of sharing information about adult programming and learning from one another, this PACE (Professional and Continuing Education Interest Group) and GLA (Georgia Library Association) sponsored event occurred at no cost to attendees (except for travel). Boosting the tagline ‘it’s your library, all grown up’ - the event was well attended and proved successful.

The day started with a round of program speed dating. Highlighting successfully executed programs from across the state, nine presenters shared the ins and outs of their programs, as well as answered questions from attendees during timed segments. Presenters gave participants one-sheets detailing their programs and how they can be recreated in other libraries.

The afternoon segment began with an interactive presentation about adult learning from Dr. Molly Daniel of the University of North Georgia’s Center for Teaching, Learning, and Leadership.

Continued as President’s Message on page 4
Troubleshoot continued from page 1

(i.e. patrons were unclear as to the full-text coverage of a journal, they were not accessing the resource through the library website) and could be resolved without putting in a troubleshooting ticket. In other cases, such as an EZproxy error or database outage (or if they were simply unsure of the problem), librarians were urged to submit a ticket and include as much information as possible. Even better, they now had the tools to identify the error!

The librarians who attended the session benefited from the information. Tickets, phone calls, and emails to the electronic resources staff decreased as librarians were able to solve simple access problems with patrons without intervention. Additionally, the information in submitted tickets became more specific which made the resolution of tickets by e-resources staff more efficient. A study of tickets from before and after the training reveals more robust reporting, including specifics on how the resource was being accessed, and the presence of screenshots, which were largely absent from earlier tickets. These improvements in reporting decreased the amount of back-and-forth with reporters, and allowed for quicker resolutions.

During this time, Marymount was starting to cross-train access services staff in basic reference services. The electronic resources troubleshooting training was added to the general reference training so all librarians and reference-trained staff would be sure to get the same insight into electronic resource tools and common issues. Overall, our goal of improving the time between encountering an electronic resource problem and getting the patron access to the information they need has improved. The training has proved a success!

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It was followed by a discussion of the stages of program preparation, implementation, and evaluation.

The afternoon came to a close with round table discussions of pertinent topics in adult programming. It was an exuberant program filled with ideas, learning, and camaraderie. Attendance for the event reached maximum capacity shortly after registration opened and due to the number of people on the waiting list and many requests, the program will be held in South Georgia in spring of 2019.

For more information about this program or to learn how to recreate this in your own library community, contact Angela at glowcheskia@seqlib.org.

Want to contribute to the next issue? Have suggestions or feedback for the LearningExchange? We’d love to hear from you! Email us at: editor@alalearning.org
LearnRT 2019 Annual Conference Training Showcase - Call for Presenters

Do you have tips and tricks on training to share? This year’s LearnRT Training Showcase will take place Sunday, June 23, 2019 from 3-5 pm on the Exhibit Floor at ALA Annual 2019 in Washington, DC. The exact location of this space will be emailed in the final communication.

As a presenter, you will be provided with a table and chairs to share your tips, tricks, or sage advice on training. You can bring handouts, small displays, SWAG, or just your great personality! This is your time to share your training tip/topic with the attendees.

This is an informal event - think of it as speed dating. Attendees will wander through the event area stopping at tables to learn about your great training tip. They will have a BINGO card for you to validate when you have shared your training tip. This BINGO card can be turned in for a small attendee prize!

We will have a contact sheet or directory made from the information of all of the presenters for any future follow up or questions. We will also have food!

Our participation form is linked below. If you wish to participate (and we hope you will), please complete the form and submit. We will take it from there!

LearnRT 2019 Annual Conference Training Showcase Participant Form

If you know of anyone in the Training World that might be a good fit for this event, please feel free to share!

If you have any questions, please contact Cheryl Wright at cwright@indypl.org

Looking Towards ALA Annual

Are you planning to attend Annual in DC? Be sure to join LearnRT at our programs.

Friday, June 21, 1pm-4pm, Preconference, The Diversity and Inclusion UnConference!
Saturday, June 22, 1pm-2pm, President’s Program, Implementing Equity and Diversity Training
Saturday, June 22, 4pm-5pm, Learning Round Table Discussion and Networking Group
Sunday, June 23, 8:30am-10:30am, LearnRT Executive Board Meeting
Sunday, June 23, 3pm-5pm, LearnRT Training Showcase - Exhibit Hall - Special Events Area

Please note, all times are subject to change. Be sure to check the ALA Scheduler.