Building an Effective Learning Culture: Introductory Webinar

November 1, 2016

Infopeople

Today's Speakers

Lisa Barnhart

Crystal Schimpf

Brenda Hough

Stephanie Gerding

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Today's Agenda

- Definition
- Learning Culture Cycle
- Library Examples
- Team-Based Learning Benefits
- Opportunity

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Building an Effective Learning Culture

A new online learning program from Infopeople:

- Team focused
- Mentoring component
- New delivery methods
- Bite-sized learning

January-June 2017

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What is a Learning Culture?

- Less emphasis on formal training
- More opportunities for informal training
- Learning is integrated into strategic planning
- Organization supports learning & growth

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Why build a Learning Culture?

- Greater retention of new skills & knowledge
- Staff actively seek learning opportunities
- Staff apply new skills & knowledge on the job

Increase organizational performance

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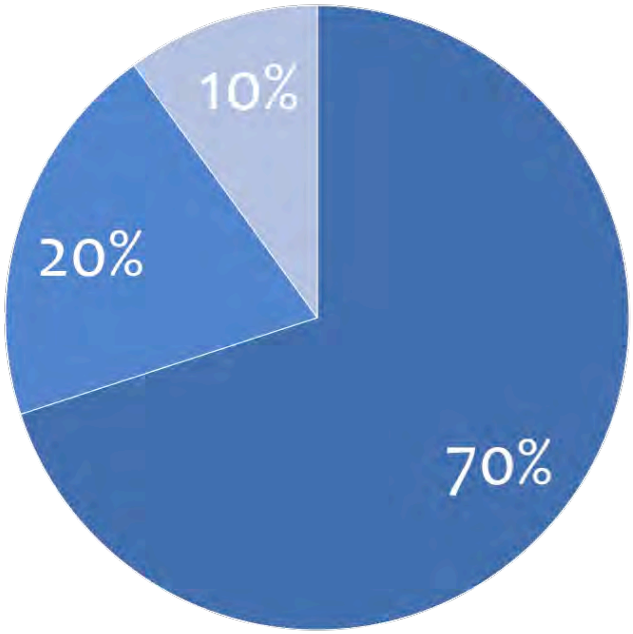
The 70/20/10 Rule



Learning Source:

- On the Job
- Interactions with Others
- Formal Learning

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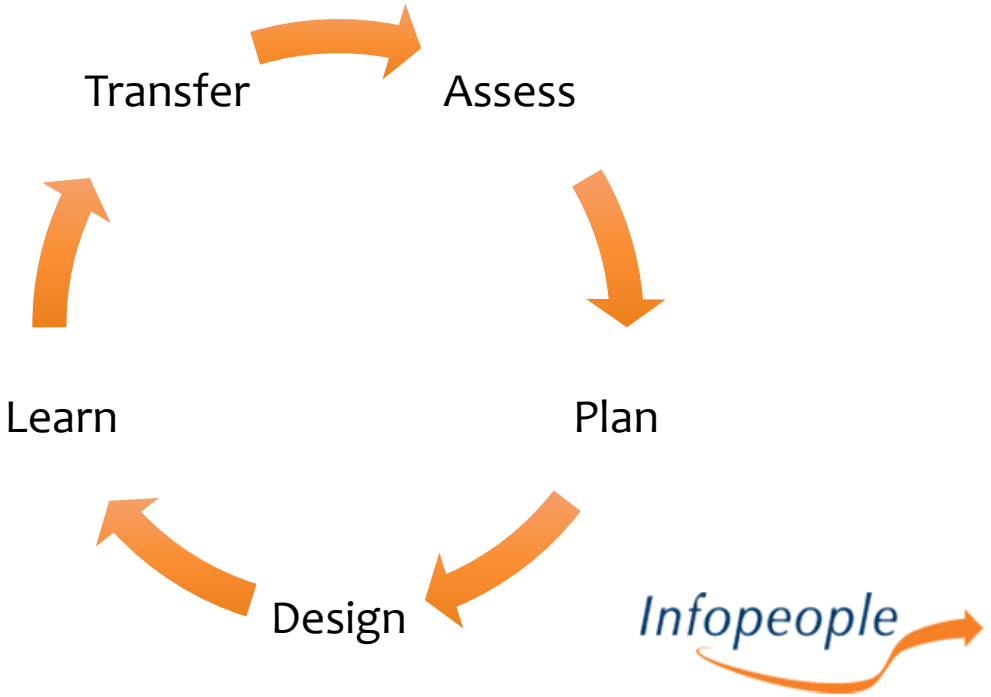
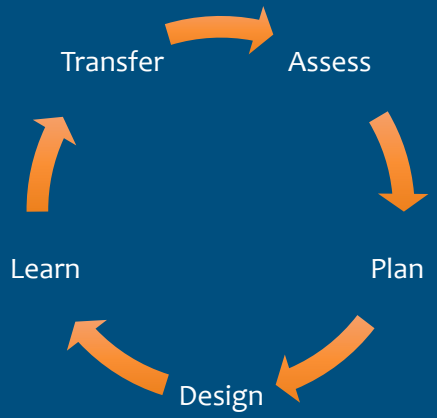
Why are you interested in
“Building an Effective Learning Culture”
at your library?

Please share in chat

Cycle for Building a Learning Culture



Assess



Take inventory of current learning opportunities.

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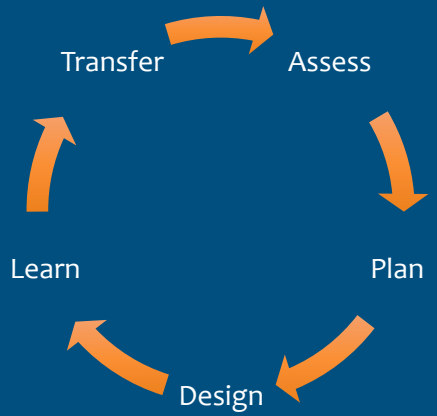
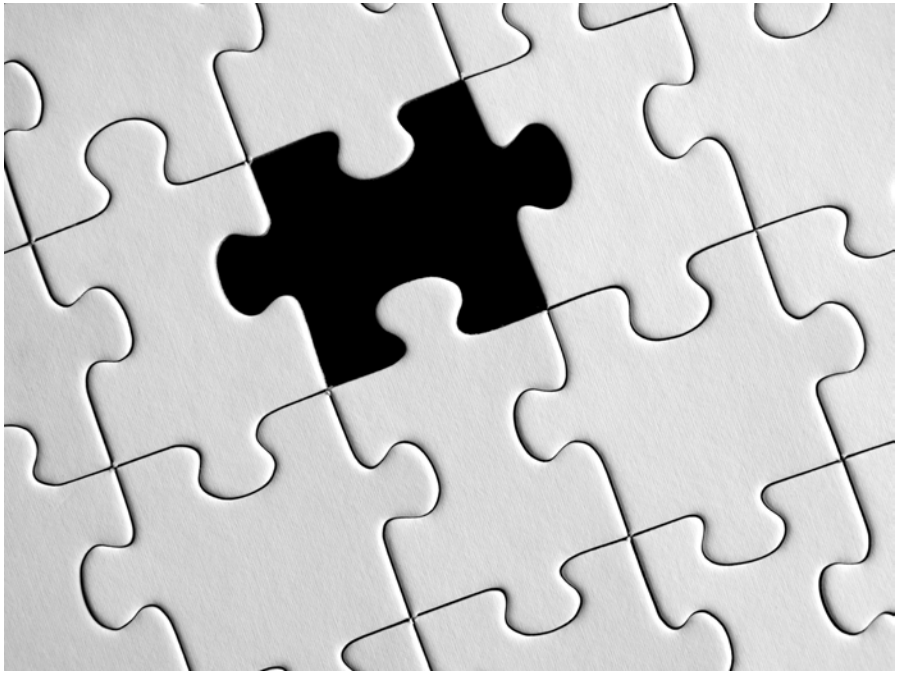
Assess



Identify gaps in learning culture.



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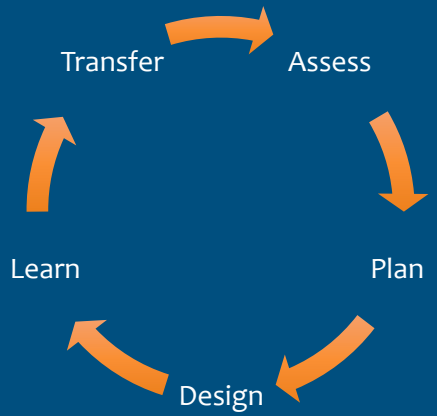
Assess



Set goals for building a learning culture.

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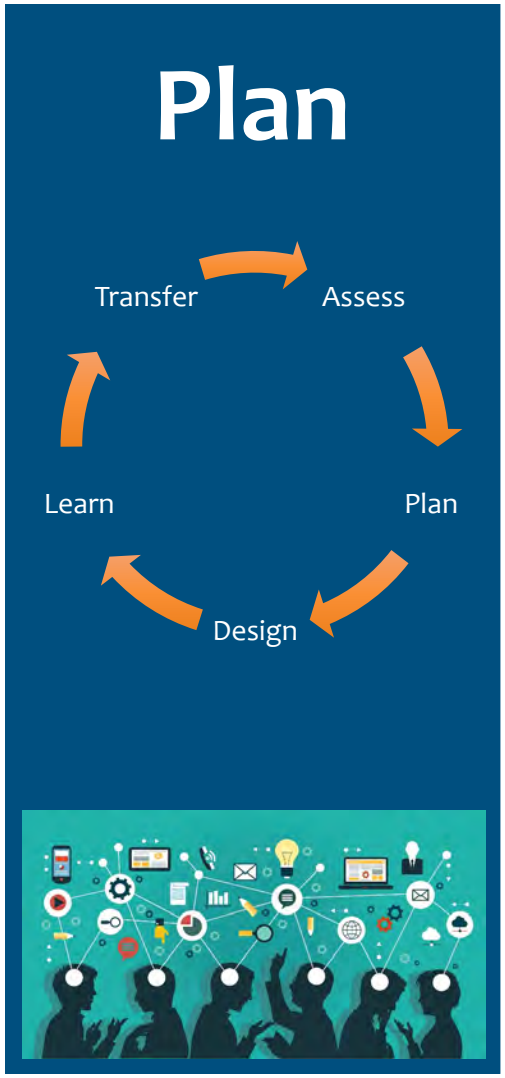

Examine current plans.

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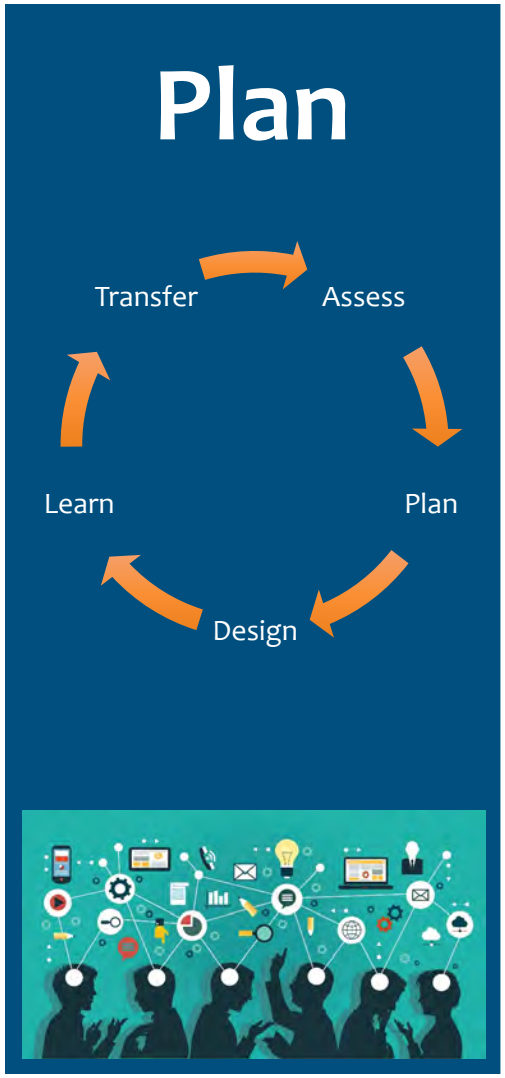
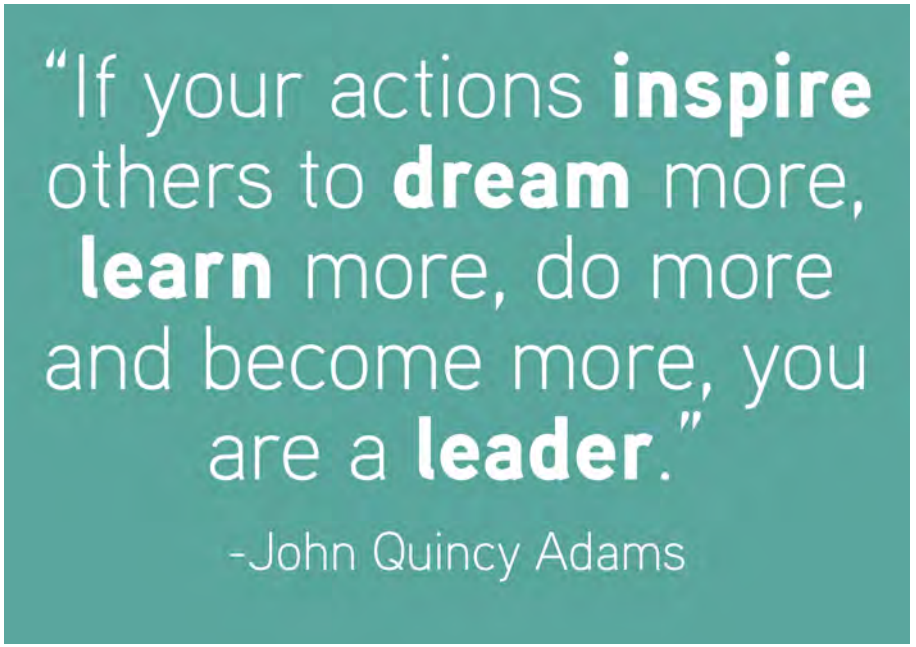
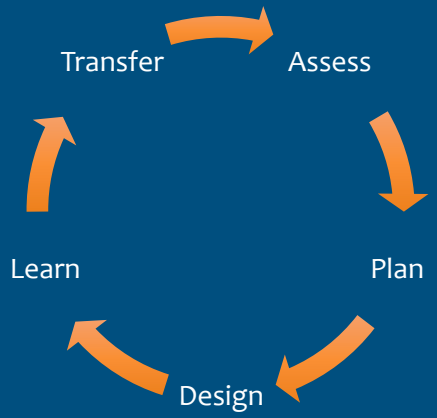


Model learning behaviors.



Plan



Provide support.

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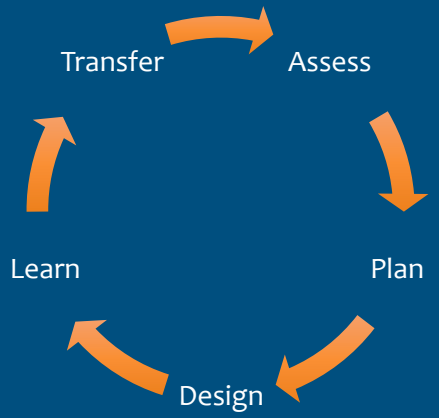
Design



Develop learning resources and activities that create opportunities for:

- **individual learning**
- **peer sharing and collaboration**
- **reflection on daily work/life experiences**

> We do not learn from experience... we learn from reflecting on experience.
>
> - John Dewey

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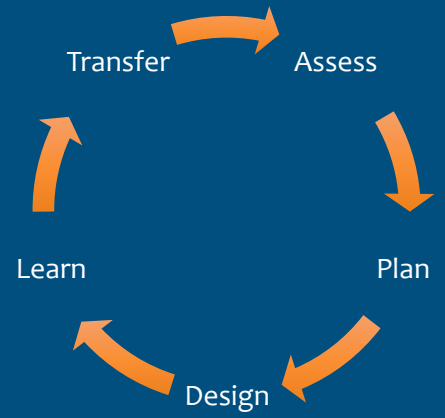
Design



Create a safe environment for **risk taking** and **experimentation** while learning.

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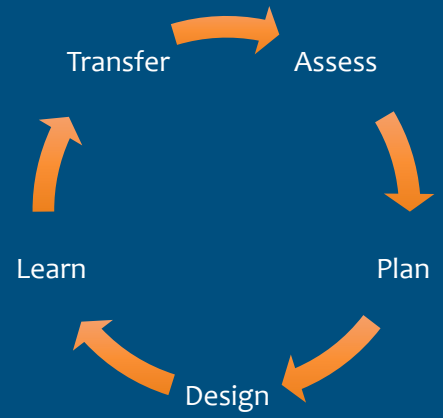
Design



Communicate learning options.

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Top 6 Ways We are Succeeding

1. Training funds are in budget

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2. Staff have time for learning

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5. There is buy-in from staff regarding the importance of a learning culture
6. Library has implemented successful methods for building a learning culture

Top 6 Ways We are Succeeding

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3. Library has an organized staff development program
4. There is buy-in from leadership regarding the importance of a learning culture
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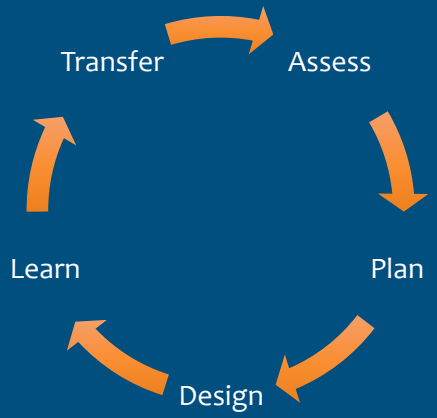
6. Library has implemented successful methods for building a learning culture

How is your library succeeding?

Please share in chat.

Learn



Learn constantly.

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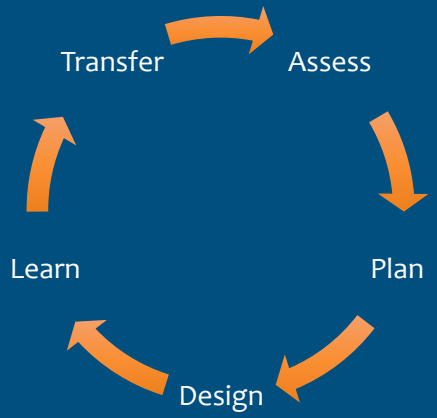
Learn



Learn collaboratively.

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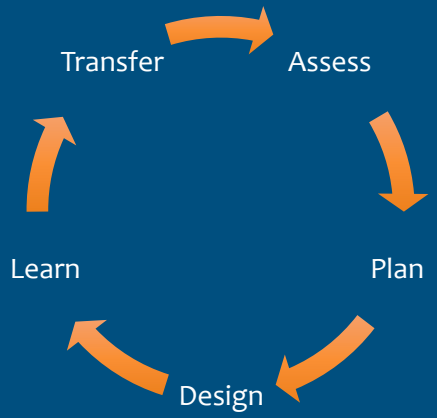
Learn



Embrace innovation.

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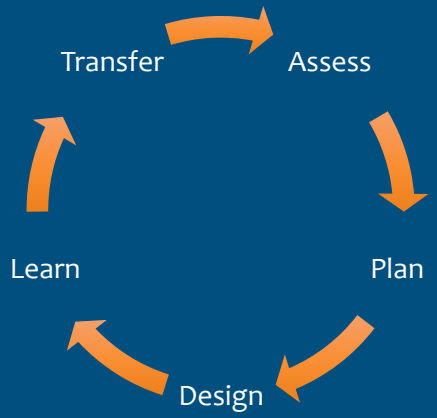
Transfer



Encourage application.

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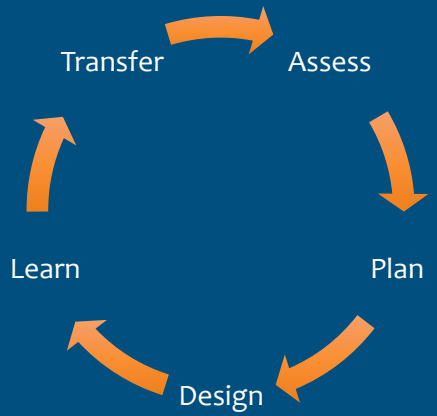
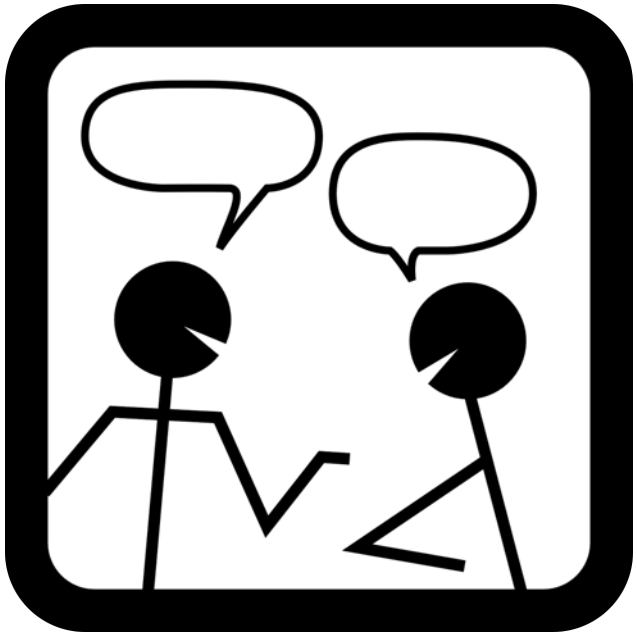
Transfer



Start a conversation.



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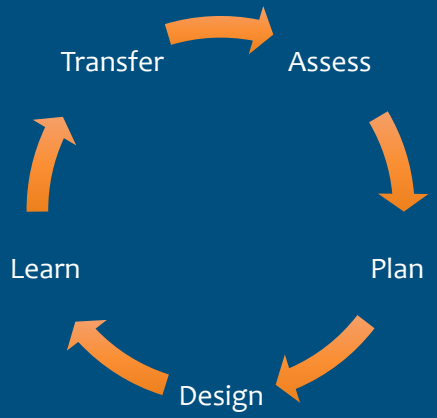
Transfer



Give recognition.

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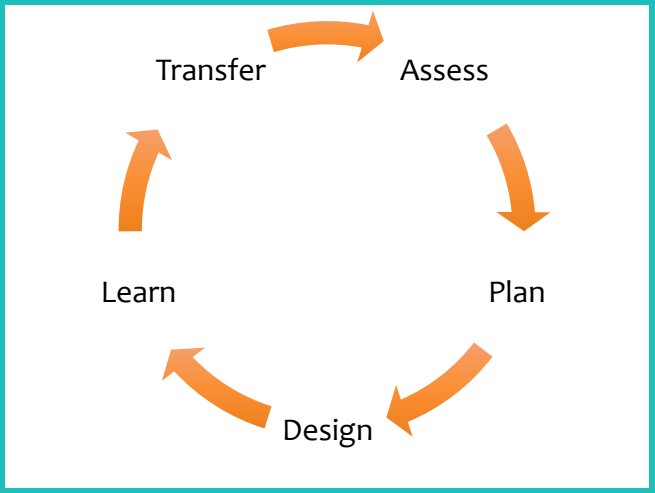
3 Ways to Support Knowledge Transfer

1. Encourage application
2. Start a conversation
3. Give recognition

How could you support knowledge transfer at your library?

Please share in chat.

5 Phases of Building a Learning Culture



1. Assess
2. Plan
3. Design
4. Learn
5. Transfer

Download the PDF Handout

Rachel Rubin
Bexley Public Library

From Nothing to Something
Developing a Culture of Learning at
Bexley Public Library

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We’re not there yet.

(Where is ***there***, anyway?)

In the Beginning

- No budget
- No culture of learning
- No support from administration for staff development

Getting Started

- Make a commitment
  - Financial (who do you have to convince?)
  - Time
- A culture of learning starts at home
  - Department meetings, Supervisor/Manager meetings, all-staff meetings
  - Open communication, breaking down silos

A Little Bit Louder Now

- Creating opportunities for learning & teaching internally
  - Database quizzes
  - In-house training – who are the “experts”?
- Getting out of the building
  - Webinars
  - Meetings
  - Conferences
- Culture is about people
  - Hire smart

A Work in Progress

- Formalize expectations
  - How many development opportunities are staff expected to participate in? Each quarter? Each year?
  - Can it be fun?
  - Formalizing documentation
- How can new learning be shared?
  - Presentations? Intranet?
- Dedicated off-desk time
- Development of consistent, effective onboarding orientation & training processes

BEXLEY
PUBLIC LIBRARY
PEDALING BOOKS SINCE 1924

Maurice Coleman
Harford County Public Library

Learning Libraries –
A Systems Approach for Change

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Learning Libraries

Building on the essentials of a Learning Organization

Principles of Learning Libraries

Mental Models

Semi-permanent perceptions or beliefs about the world around us that we use for everyday reasoning and judgments. Perceptions and beliefs are to be reflected upon -- how do they shape our actions and decisions? -- and are continually clarified and improved.

- **An individual's way of interpreting information.**
- **A way of understanding the rules for our own and others' behaviors.**

Principles of Learning Libraries

Shared Vision

A shared sense of purpose, a desired outcome or goal. Includes guiding principles or values -- what is important to us as we work toward our vision. Building a sense of group commitment by developing shared images of a future we seek to create. Stating the principles that will guide us.

- **A statement of a desired future state, expressed in the present tense.**
- **A set of governing values--how we expect to travel to where we want to go.**

Principles of Learning Libraries

Personal Mastery

Individual's capacity to identify the skills that he or she uses to contribute to the library now and taking responsibility to master skills that he or she would like to use to help the library achieve its vision.

Organizational climate encourages and empowers its members to identify and develop skills.

- **A clear, unbiased understanding of your current skills.**
- **A clear picture of your desired role and contribution to the library.**

Principles of Learning Libraries

Team Learning

A group of people who need each other to succeed; are committed to a common purpose, goals and approach; and who hold themselves mutually accountable. Applying conversational and collective thinking skills to develop intelligence and ability greater than the sum of its individual members' talents.

- **Characterized by a high level of trust, generative dialogue and collective inquiry.**
- **Constant self-examination of its process to constantly improve itself as a team.**

Principles of Learning Libraries

Systems Thinking

Libraries are a system consisting of many moving parts. Change in any one part affects all the other parts. Each person understands that his or her actions and decisions have an effect on the entire library system.

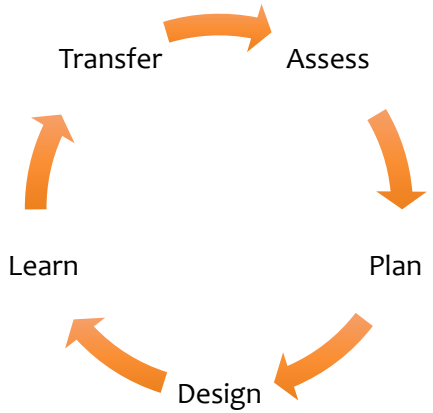
- **Understanding how the parts fit together. Seeing the patterns and relationships among the parts help us understand the whole library system.**
- **We sometimes get intended consequences. We always get unintended consequences.**

Building an Effective Learning Culture

What Topics will be covered?

How to…

- Assess organizational learning culture
- Create a plan for organizational learning.
- Design programs to foster staff development.
- Build the capacity for rapid, continuous learning.
- Support the transfer of knowledge to workplace.



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Building an Effective Learning Culture

What to Expect?

- Content will follow 70/20/10 rule
- Delivery will be non-traditional: videos, podcasts, interactive
- Each team will be paired with a mentor
- Reinforcement will be both individual- and team-driven
- Will focus on practical application within libraries
- Online content will be mostly asynchronous but team based

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Building an Effective Learning Culture

Who should apply?

- Participants will apply as a team
- Teams will consist of 3 to 5 people with a designated team lead
- Mix of administrators, managers, front line staff
- Teams should be from the same library, branch, or department
- Team makeup will be determined by the library applying

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Building an Effective Learning Culture

Why teams?

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Building an Effective Learning Culture

What will mentors do?

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Building an Effective Learning Culture

Who are the mentors?

Jami Carter	Tooele City Library, Utah
Maurice Coleman	Harford County Public Library, Maryland
Colleen Hooks	Orange County Library System, Florida
Shana Munn	Arlington Public Library, Texas
Jennifer Peterson	WebJunction, Washington
Rachel Rubin	Bexley Public Library, Ohio
Sandra Smith	Denver Public Library, Colorado
Cheryl Wright	Indianapolis-Marion County Library, Indiana

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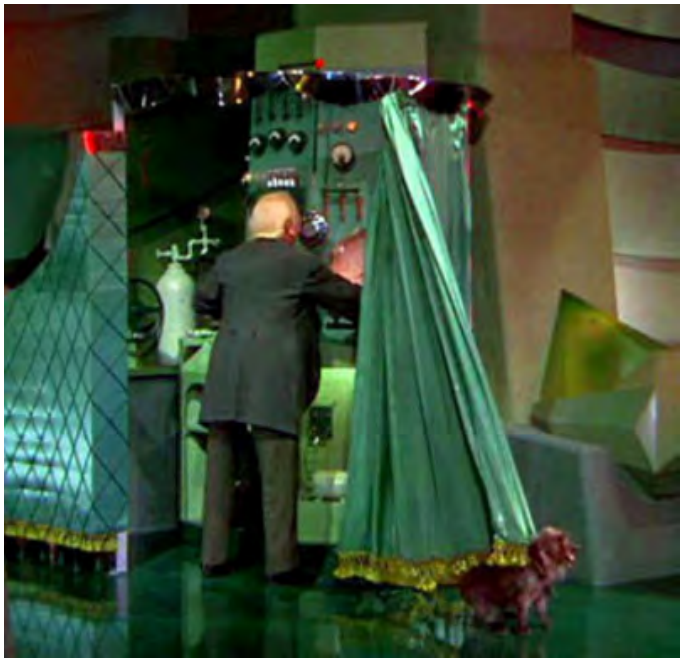
Building an Effective Learning Culture

What will instructors do?



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Building an Effective Learning Culture

What is expected of participants?

- Average 10 hours per month (individual + group)
- Online participation
- Team work
- Mentor meetings

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Building an Effective Learning Culture

How do libraries apply?

- Application open November 1-23
- Submit one application per team
- Applications will be reviewed November 28-December 9
- Teams must get support of their library administration/management
- 10 teams will be accepted

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Building an Effective Learning Culture

How much does it cost?

- Cost is per team (not per individual) for 3 – 5 people
- $500 California Libraries/$600 Out of State
- No application fee
- Accepted teams will be invoiced

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Building an Effective Learning Culture

What is the Time Frame?

November 1:	Application Opens
December 9:	Teams Chosen
January:	Learning Begins
February-May:	Content delivery & Mentoring
June:	Final Assignment & Course Evaluation

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Building an Effective Learning Culture

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