Building an Effective Learning Culture: Introductory Webinar

November 1, 2016

Today’s Speakers

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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:
Introductory Webinar

Building an Effective Learning Culture

A new online learning program from Infopeople:
- Team focused
- Mentoring component
- New delivery methods
- Bite-sized learning

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

Why build a Learning Culture?
- Greater retention of new skills & knowledge
- Staff actively seek learning opportunities
- Staff apply new skills & knowledge on the job

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The 70/20/10 Rule

Learning Source:
- On the job
- Interactions with Others
- Formal Learning

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

Please share in chat

Cycle for Building a Learning Culture

Transfer Assess
Learn Plan Design

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Assess

Take inventory of current learning opportunities.

Assess

Identify gaps in learning culture.

Assess

Set goals for building a learning culture.

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Examine current plans.

Model learning behaviors.

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

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Design

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

SAFE ZONE

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Design

Communicate learning options.

WHICH WAY WILL YOU CHOOSE

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Top 6 Ways We are Succeeding

1. Training funds are in budget
2. Staff have time for learning
3. Library has an organized staff development program

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Top 6 Ways We are Succeeding

1. Training funds are in budget
2. Staff have time for learning
3. Library has an organized staff development program
4. There is buy-in from leadership regarding the importance of a learning culture
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

How is your library succeeding? Please share in chat.

Learn constantly.

Learn collaboratively.

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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

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Rachel Rubin
Bexley Public Library

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

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

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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

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Maurice Coleman
Harford County Public Library
Learning Libraries – A Systems Approach for Change

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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 helps 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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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

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

Why teams?

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What will mentors do?

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 Muns  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

What will instructors do?

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What is expected of participants?
- Average 10 hours per month (individual + group)
- Online participation
- Team work
- Mentor meetings

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

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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What is the Time Frame?

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<thead>
<tr>
<th>Month</th>
<th>Event</th>
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<tbody>
<tr>
<td>November</td>
<td>Application Opens</td>
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<tr>
<td>December</td>
<td>Teams Chosen</td>
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<tr>
<td>January</td>
<td>Learning Begins</td>
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<tr>
<td>February-May</td>
<td>Content delivery &amp; Mentoring</td>
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<tr>
<td>June</td>
<td>Final Assignment &amp; Course Evaluation</td>
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Thank you for attending today’s Infopeople Webinar!

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