

Text Chat Transcript for Nov 1, 2016 webinar: Building an Effective Learning Culture: Introductory Webinar

Evonda Copeland:empower staff

Cheryl Wright:spread the learning throughout more of the staff; make available at their location, not mine

Pima County Public Library:since we are a learning organization externally, we feel we need to express that internally as well

Melissa Potter:We are just beginning to create a staff training plan

Jennifer Caldwell:An organization that isn't learning is dead

Deonci Sutton:I'm interested because our system is preapring a training curriculum for all staff.

Amy Chirman:Peter Senge's Learning Organization.

Amy Chirman:I am staff trainer, always looking for best practices.

Megan Fenton:rapidly changin patron needs mean we need to learn new skills all the time to meet those needs

pjohnst:not just for staff, but patrons. Staff/patrons learn together sometimes

Alameda County Library:Want to break through knowledge silos between staff jobs

Christina Carter:Glve staff a chance to improve skills and confidence

Anne:Next year I will be leading an initiative for staff digital literacy training - this will help us provide good triaining for all levels

Kayla Payne:We are working on our strategic plan. As the Technology Services Librarian, I want to make sure that all staff are comfortable with certain technology aspects. I'd like to develop a technology and training plan

Jennifer Caldwell:And we want to cultivate a culture of active learning

Stacy Tomaszewski:I want to make an environment that makes learning accessible to everyone.

Cheryl Wright:Yes, we need to do more knowledge sharing and cross teaching

Shana Munn:As the staff trainer, I'm always looking to improve upon ways to better staff training.

Pima County Public Library:Hi Jenn Caldwell!

BJ McKewon:I'm with a State Library providing library staff education and workshops. That's what we do, but there's so much more that local library staff can do for themselves

twelker:Inspire and motivate personnel to work towards the "common" goals of the academic institutionj.

Cindy:I'm with you, Shana

Jennifer Caldwell:Hi PCPL! It's so good to see you!

Joan Blalock:Love Peter Senge

Tanya:Its the new reality!

twelker:Peter Senge is has great motivational techniques!

Cheryl Wright:We make slots in public classes available to staff so they are learning along with the public

Brenda Hough:Great idea, Cherly - I really like what Pima Co said earlier in the chat "we are a learning organization externally, we feel we need to express that internally as well"

Shana Munn:I have to leave, but I'd like to ask a question to review later: How many of you have to have CE hours? If yes, how many per year? Thanks!

Cindy:We do, Shana...depends upon the position for amount required.

Maurice Coleman:Maryland has a 90 hour every 5 years requirement

Teri L:Sno-Isle Libraries requires 20 CE hours annually of specific positions.

Pima County Public Library:oooh, i like the idea of required CE hours!

Cheryl Wright:50-75 hours in Indiana with 10 needing to be tech - every 5 years

Katherine Anderson:<https://www.webjunction.org/news/webjunction/happy-hour-for-library-staff-learning.html>

BJ McKewon:In Iowa: for PL Directors 45 credit hours every 3 years; for support staff 30 credit hours every 3 years

Cheryl Wright:we offer learning hours to staff if they learn in place

Meghan Johnson:Spartanburg County Public Libraries (SC) has a 36 hour per year requirement for all staff at the librarian level and above. We are working on developing guidelines for the other positions.

Library Linda:In SC there is no requirement.

Cheryl Wright:internally in our system, we require 12 hours of learning per rating cycle

Meghan Johnson:In SC, the State Library is working towards a state requirement.

Christina Carter:No requirement. Most of the staff is limited to 1000 hours per fiscal year, so having time for training is hard.

Betha:Katherine A, thanks for sharing the amazing SDA (Self-Directed Learning) approach developed by Jami Carter:

[http://www.webjunction.org/events/webjunction/Self Directed Achievement.html](http://www.webjunction.org/events/webjunction/Self_Directed_Achievement.html)

Cheryl Wright:I create a calendar of free webinars and upcoming classes that they can choose on their own with manager approval

Joan Blalock:A web Junction descriptions of how SDA works in my small library. (Hi Betha)

<http://www.webjunction.org/news/webjunction/self-directed-achievement.html>

Cindy:We do some of that too, Cheryl.

Pima County Public Library:We have a healthy training budget that we try to add in state grants in aid as well

Betha:@Joan B, I love your story about SDA!

Cindy:Yes

Meghan Johnson:Yes!

Amy Chirman:Yes, solid training budget at my library.

guest:Yes, this already is a separate line in our budget

Cheryl Wright:We have both a conference budget and an in-house line item in the budget. Works very well

Sarah Houghton:There are some training \$, but not enough for adequate conference support

Sarah Townsend:yes, but we can always use more

Melissa Potter:Yes, but not enough

Tina Princenthal:Yes. :)

Stephanie Gerding:Any tips on how you get training in the budget?

Claudia:Yes

Anne:Some funds are available, but it could be better!

Deonci Sutton:Yes, training funds are included in our budget.

twelker:No training funds budgeted

Yesenia Baltierra:Yes!

erica lansdown:Yes

Teri L:We do have a good training budget but it never covers everyone

Rachel:Yes. But not enough

Christina Carter:We have a very small amount set aside for training but it is the first cut when funding is short

Megan Fenton:This is not a budget line for us, but is supported by the Friends of the Library

Trina:Solid training budget, including conferences and a full-time trainer

mdriscoll:Need to have admin be supportive of a learning organization.

Patrick:We have funds for individual staff development and also a separate conference budget.

Maurice Coleman:must be an organizational priority. just as important as library materials.

Cheryl Wright:Our CEO determined that learning was important and that is how my position came about. She dedicated funds for that

pjohnst:We have funds for conferences, but it's typically reserved for other departments and not frontline staff groups

Teri L:Top down support of training and development

Jennifer Caldwell:We have a director who loves training, so that helps

Sarah Houghton:We looked at the per-staff-member annual allocation and compared it to other City departments...we were the lowest BY FAR

Pima County Public Library:We have always supported training so prioritized in budget

twelker:Seek approval from college administrator or through professional growth opportunities

Laurie Willis:Trainig is high priority here so we have a budget for it

Rachel:City Manager is supportive of training for the whole City

mdriscoll:Everyone here has time allocated but often feel too busy to take the time.

Tina Princenthal:I always vocalize that I can adjust our schedule to allow staff to attned trainings.

Amy Chirman:No formal CE hours, but yes, time for learning occurs.

Betha:Jami is a learning hero!

Anne:Info Services staff are required to take 20 hours CE, but it's self-directed w/manager's approval

Cheryl Wright:This one is tough - we have meetings 2x per month for professional development and offer at least 1-2 trainings in house. I try to identify lots of free online learning opps so they can grab learning when they have time.

Meghan Johnson:Yes, but how much time is dependent on specific managers.

Megan Fenton:We have two time slots set aside per month for us to review and practice several of our online learning tools, research databases, etc. Staff are expected to attend one, and we rotate who presents at each depending on staff expertise.

Trina:Our information staff is required to attend monthly training sessions with me (the library trainer), working on a hard skill and a soft skill each month.

Pima County Public Library:Timing is a challenge because we have a challenge in helping staff to prioritize time

Jami Carter:Time can be an ally or an enemy. Get it on your team. :)

Joan Blalock:Watch Jami's 'If you give staff an hour", It will change your life

Anne:More self-motivated staff end up with more training!

Sarah Houghton:We set it as a specific set of goals for each employee in annual assessments/performance reviews, so people and their managers are motivated to allow time for training

Cheryl Wright:I have some managers that are good at allowing staff to attend or do training, but others that don't seem to find the time

Deonci Sutton:We allow paid time for staff to attend in-house and off-site training.

Crista Cannariato:part of job description and evaluation process, support training attendance but no formal process to support informal learning

guest:Setting aside time is a challenge when you have many staff who are part-time and are the only staff member in the library. They must pay attention to patrons. (Wanda D.)

Sarah Houghton:The only system we have is the annual performance review. We're a small library.

Amy Chirman:Somewhat organized... somewhat based on interest.

Christina Carter:Staff is encouraged to keep learning, but time is hard due to hour restrictions. If they spend an hour in training, that's an hour they cannot work in the library.

Jami Carter:@ Betha and Joan.. Thank you! So sweet!

Jennifer Caldwell:We have 4 full-time positions for a staff of 1200+

Cheryl Wright:Yes my department is Learning & Development. We cover conferences, classes, approval for paid and free webinars and host Staff Day for 500.

Tina Princenthal:Yes, but our poor Training Dept is overworked with training new librarians.

Pima County Public Library:we are piloting a new onboarding process for all staff

Lora:Challenging because some branches have very small staffs, so they are unable to attend

Library Linda:WE have a county wide yearly event.

mdriscoll:We have a full-time learning & growth position that curates online learning as well as facilitating in-person classes.

pjohnst:staff can set aside time for webinars if we have enough staff to cover the desk. There's one all staff training per year. It's mostly left up to the individual staff members to pursue their own training

Cheryl Wright:I also have 2 training librarian positions to oversee

Katherine Anderson:WEbJunction also has an excellent library staff competency index:

https://www.webjunction.org/documents/webjunction/Competency_Index_for_the_Library_Field.html

mdriscoll:absolutely necessary!!!!

Cheryl Wright:Yes, our CEO is very dedicated to learning but it is also hard to get buy-in from managers, etc.

Trina:Our management team is very supportive.

Joan Blalock:Yes, indeed

Amy Chirman:In large part.... Greater understanding of the importance would be nice at my library.

Pima County Public Library:Our leadership is in...all three of our top folks are in the room today!~

Meghan Johnson:Yes! One of our Goals for annual planning is: Staff - Select and develop competent staff whose goal is quality public service.

Sarah Houghton:As the library director who started my career as a library tech trainer, yes :) thankfully!

Jennifer Caldwell:Depends who you ask! :-)

Cheryl Wright:One frustration - some professional staff don't want to attend learning unless they get the CE's - not motivated otherwise

guest:Yes, that's me and I am actively encouraging this. (Wanda d.)

Tina Princenthal:Yes.

Christina Carter:As the admin, I realize learning is important (why I'm here) and I'm really trying to find ways to fit learning in

Caleb Conover:Our management does fairly well about providing funding for conference and other formal training events, but we focus entirely on the theoretical - little to no practical training.

Claudia:For the most part they are supportive

mdriscoll:some staff do, many do not.

Pima County Public Library:with staff probably 50/50 on learning

twelker:Leadership is very supportive of continuously learning

Trina:Yes, the staff is excited to learn new skills or improve their existing skills.

Amy Chirman:The majority of staff here do, but many are not willing to engage because they don't see that they will advance as a result.

guest:Getting staff buy-in is my big challenge (Wanda D.)

mdriscoll:I think it's a personal preference ... some do not have a growth mindset

Christina Carter:some staff are interested

Anne:Mostly, but there are always some who only want to do the minimum.

Sarah Houghton:buy-in from staff is mixed--some, particularly newer staff, are energized by learning. but staff who have been in the profession a long time, particularly under previous management who did not emphasize learning, find training to be an annoyance and interruption rather than the opportunity it is.

Deonci Sutton:Our leadership team and HR support staff learning opportunities. We sometimes don't have buy-in from all staff.

Cheryl Wright:I have some that love to learn and others who do not feel they need to learn anything - but it is changing for the better

Jennifer Caldwell:Some of our staff are great. We do have some staff who think "I did the class, now I'm done until I retire."

Megan Fenton:Staff definitely buy-in, but struggle finding time outside of any formally set-aside time or organized training.

Tina Princenthal:Yes, most of my staff is eager to take new trainings. I'm not sure how to motivate those who don't show interest.

Lora:Staff is more interested in conferences than in other training opportunities

Amy Chirman:Yes, with room for more and greater development of the learning culture.

Cheryl Wright:Yes, we started requiring 12 hours per learning for all staff in 2014 and it has become a norm for us - it has gotten a lot of the front line staff engaged in learning

mdriscoll:track it and provide a training transcript to each individual each year

Jennifer Caldwell:We've started talking about transfer of training as an expectation for all trainings/workshops

Christina Carter:I share info with staff on free or low-cost opportunities for learning, but again, time makes it hard

Joan Blalock:Built into the annual review process

Pima County Public Library:Creating specific times for groups of staff to come together and learn seems to work best, whether levels of staff or staff teams

Lora:A monthly notice highlighting free webjunction offerings, TED Talks, videos

Cheryl Wright:Lack of an LMS or some online structure makes it difficult

guest:We are trying to make sure remote staff have the technology available so they can participate in webinars/teleconferences, etc. (Wanda D.)

Stephanie Gerding:Love seeing all these successes!!! Way to go!

Meghan Johnson:We have a successful monthly self-guided training that is produced in-house to cover small bits of Reference tools, Technology, and Polaris. Staff look forward to completing these RTP Training Reviews.

Cheryl Wright:Meghan - I would be interested in your self guided training for reference!

Deonci Sutton>Last year administrative staff provided training to all branch managers. This year we are providing training to the Asst. Managers. They are expected to share what they learn with lower level staff.

Pima County Public Library:fifth friday is opportunity for folks to share from latest conference

Crista Cannariato:Meghan, me too!

Colleen Hooks:That picture is so cute.

Joan Blalock:Meghan's RTP's work for all levels of employees

Pima County Public Library:we have for the past two years put a lot of training funds toward a leadership cohort. Hoping to impact the culture of our staff quickly

Teri L: PCPL, I'd be interested in learning more about the topics you've included in your leadership cohort

Pima County Public Library:Teri L email michelle.simon@pima.gov

Meghan Johnson:I am happy to share! I think the RTP program may be covered or at least mentioned in the upcoming training Building an Effective Learning Culture.

Teri L:Thanks, Michelle, I'll contact you.

Christina Carter:I have to bow out, because of an issue in the library. We can access this in the archive, correct?

Brenda Hough:Yes! We'll share the recording later today

mdriscoll:This is the hardest thing for us to do. Everyone is so busy and hard to pin down

Pima County Public Library:ask individuals to share what they have learned this month at beginning of every meeting

Cheryl Wright:Thinking about having a meeting of 5-10 minutes staff sharing sessions

Mary Augugliaro - Infopeople:The slides and handout for today's webinar are available here <https://infopeople.org/civicrm/event/info?reset=1&id=622>

pjohnst:I like meeting discussions, just for a few minutes @ the beginning of every meeting.

pjohnst:(about how we applied training)

Maurice Coleman:so true

Cheryl Wright:We need to also take advantage of times where we are already meeting to offer learning

Maurice Coleman:that is a great way to incorporate learning when staff is already time committed

Cheryl Wright:Our staff day now includes activity sessions (such as yoga, stair climbs, etc) where staff can get to know each other and find new friends with common interests

Jennifer Peterson:Just a plug to be sure all you learning fans are aware of this Thursday's WebJunction webinar that will provide strategies and approaches for individual learners: <http://www.webjunction.org/events/webjunction/the-webjunction-experience.html> Please help spread the word!

Cheryl Wright:hiring is key!

Pima County Public Library:hiring is key, but have to have things in place so people stay

Maurice Coleman:could you promote me.

Cheryl Wright:Another area that we need to revamp is onboarding - we developed new orientation systems to introduce staff to the system, etc.

Maurice Coleman:Could someone promote me so i can speak

Teri L:Rachel, how many employees are in your system?

pjohnst:love the idea of hiring someone who already is passionate about learning. Cust service is important, but being engaged in learning more about libraries, the community, and technological competency is important as well

Rachel Rubin:we have 40 employees

Cheryl Wright:yes

Cindy:yes!

Brenda Hough:Yes - hi Maurice!

Colleen Hooks:Cheryl, we've done something like that for the last year - all of our new hires are assigned a new hire learning plan with 8 required trainings to get them started.

Cheryl Wright:Colleen that is great - I have built those for librarians but need to expand it.

Teri L:Maurice, your sound keeps fading in/out

Caleb Conover:Thanks everyone! Have to run for more meetings. Look forward to watching the recording later.

Brenda Hough:Yes, we'll share the chat!

Crystal Schimpf:If you have questions for any of the presenters, type them in the chat. We'll take Q&A at the end.

Cheryl Wright:What are some platforms that you use to reach staff? Dedicated LMS? Home built?

Maurice Coleman:depends on what staff and resources you can committ to as a library and what yiour staff can presently handle and what you think you can build toward in teh future

Rachel Rubin:Right now we just usue Google apps

Maurice Coleman:dont worry about HOW you share, make sureWHAT you share is top notch

Anton:Rachel, what sort of Google Apps? Thank you

Rachel Rubin:We use the google suit, so one of the tools is "forms"-- we do the database quiz that way.

Rachel Rubin:*suite

Tanya:If you would like a mentor from Canada, let me know! Tanya Sinclair Pickering Public Library Director of HR.

Stephanie Gerding:Thanks, Tanya!

Pima County Public Library:if your team is not chosen, will there be ways to learn from the group

Cheryl Wright:So exciting!

Pima County Public Library:thank you!

Eileen:There's a link to the BELC page on the Infopeople home page right at the top of the handy links, in case you forget the direct link.

Stephanie Gerding:<https://www.infopeople.org/belcupdates>

Lisa Barnhart:<http://infopeople.org/belc>

Stephanie Gerding:Overall site: <https://www.infopeople.org/belc>