

3-1-2016

There's No Stopping Us Now! Why Systematic Staff Training Keeps the Organization Moving Forward

Lisandra R. Carmichael
University of North Florida, l.carmichael@unf.edu

Stephanie Weiss
University of North Florida, s.weiss@unf.edu

Lauren Newton
University of North Florida, lauren.newton@unf.edu

Follow this and additional works at: http://digitalcommons.unf.edu/library_facpub

 Part of the [Library and Information Science Commons](#)

Recommended Citation

Carmichael, Lisandra R.; Weiss, Stephanie; and Newton, Lauren, "There's No Stopping Us Now! Why Systematic Staff Training Keeps the Organization Moving Forward" (2016). *Library Faculty Presentations & Publications*. 39.
http://digitalcommons.unf.edu/library_facpub/39

This Presentation is brought to you for free and open access by the Thomas G. Carpenter Library at UNF Digital Commons. It has been accepted for inclusion in Library Faculty Presentations & Publications by an authorized administrator of UNF Digital Commons. For more information, please contact [Digital Projects](#).

© 3-1-2016 All Rights Reserved

In-House Customized Training

There's No Stopping Us Now!
**Why Systematic Staff Training Keeps the
Organization Moving Forward**

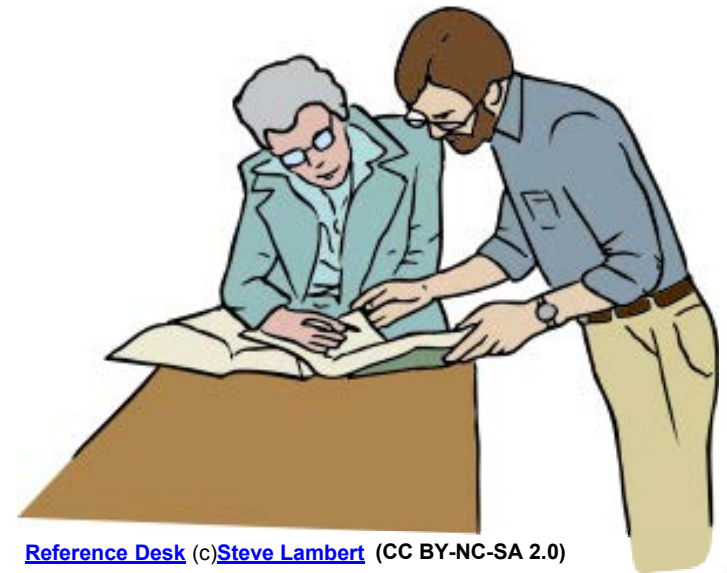
Lisandra R. Carmichael, Stephanie Weiss, and Lauren Newton
University of North Florida

Florida Library Association - 2016 Annual Conference



Overview

- ◆ Why Develop an In-House Training Program?
- ◆ Phases of the Professional Development Training Series
- ◆ Lessons Learned
- ◆ Barriers and Enablers
- ◆ Unexpected Benefits
- ◆ Evolution and Next Steps
- ◆ Survey
- ◆ Q & A and Your Training Stories

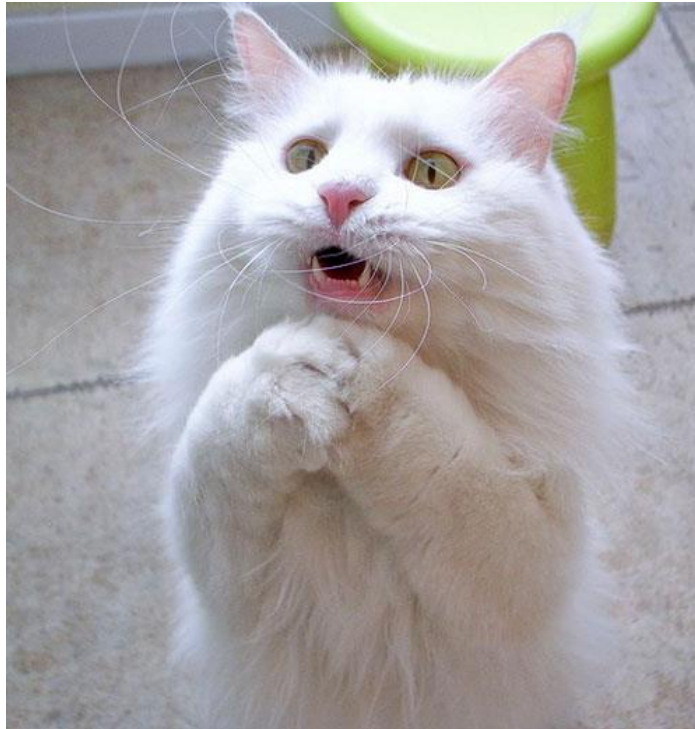


[Reference Desk](#) (c)[Steve Lambert](#) (CC BY-NC-SA 2.0)



Why Develop an In-House Training Program?

Library Staff Asked for It



Begging Cat <http://tinyurl.com/jgzishx>

Why Develop an In-House Training Program?

Library Staff Asked for It

Changes in Work Responsibilities Necessitated It



Librarian turn of the century <http://tinyurl.com/hjshlpn>



NextGen librarians <http://tinyurl.com/h2c8vmp>

Why Develop an In-House Training Program?

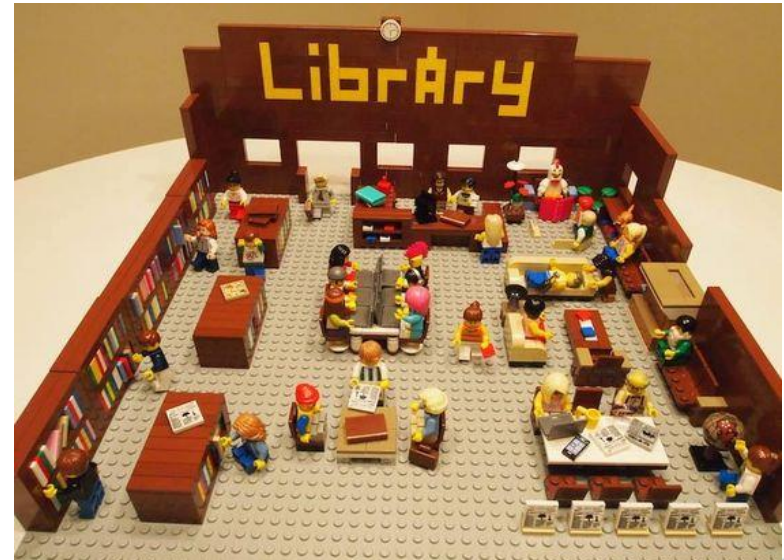
Library Staff Asked for It

Changes in Work Responsibilities Necessitated It

It Had Been Disorganized and Sporadic



Lego brick builders <http://tinyurl.com/jblm543>



The Library in Lego Form by Joe Hardenbrook <http://tinyurl.com/zmqz6y>



Why Develop an In-House Training Program?

Library Staff Asked for It

Changes in Work Responsibilities Necessitated It

It Had Been Disorganized and Sporadic

It Had Been Voluntary



Academics... <http://tinyurl.com/zw9n5dh>

Reflection

Please share with the person sitting next to you:
How an in-house training program may benefit your library.
(3 minutes)



[Daytona Beach Boardwalk](#) by Laura Betancourt (CC BY 2.0)

Phases of the Professional Development Series



1. Summer Intensive
2. Monthly with Summers off
3. Flipped Classroom

Phase 1: Summer Intensive

Summer 2013 Schedule

Week 1: July 9th & 11th

- Technology in the Library

Week 2: July 16th & 18th

- OneSearch
- Ebooks

Week 3: July 23rd & 25th

- Library Website

Week 4: July 30th & August 1st

- Working at a Service Desk

Week 5: August 6th

- LibAnswers

Week 6: August 13th

- LibAnswers
- LibChat

Week 7: August 20th

- Graduation
- Ebooks



Phase 1: Summer Intensive

Public Services Training Program – Summer Intensive Series

LibAnswers

Learning Objectives

After completing this session, staff members will be able to

- Locate and log into LibAnswers
- Accurately enter desk transaction statistics using Reference Analytics.
- Find answers using the knowledgebase
- Answer a patron-submitted question and/or transfer a question to be answered by another staffer
- Make an entry in the public knowledgebase

Handy tips:

libanswers.unf.edu is the website for LibAnswers.

Two easy ways you can get to the LibAnswers Website are

[Got Questions link on homepage](#) or [Desktop icon on service desk computers](#) (there are others but these are 2 mentioned during training)

Click [circling arrows](#) to access the FAQ list in Reference Analytics.

You can click the [tools](#) icon to view and edit questions, answers, Ref. Analytics transactions, and more.

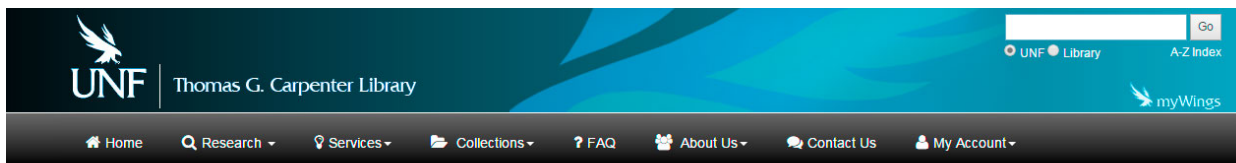
The notification email, Dashboard Queues, Unanswered Queues, and the Chat Operator window are 4 ways to [access a patron question to answer it](#).

If you don't know the answer to a patron-submitted question, you should transfer it to an expert by using the [mail/envelope](#) icon and then also be sure to [claim & answer it](#) with a short note letting the patron know what's going on.

The guide for LibAnswers and LibChat is at libguides.unf.edu/libanswers.



Phase 2: Monthly with Summers Off



The header features the UNF logo on the left, a search bar with a 'Go' button on the right, and a navigation menu below. The navigation menu includes links for Home, Research, Services, Collections, FAQ, About Us, Contact Us, and My Account. The UNF logo is a stylized bird in flight.

[UNF](#) / [CampusGuides](#) / [Public Services](#) / [Public Services Professional Development Series](#) / [Fall 2013](#)

Public Services Professional Development Series

- [Spring 2016](#)
 - [Fall 2015](#)
 - [Spring 2015](#)
 - [Fall 2014](#)
 - [Spring 2014](#)
 - [Fall 2013](#)
 - [Summer 2013](#)
 - [Additional Online Training Opportunities](#)
 - [Florida Memory Webinars](#)
- [State Library of Florida Webinars](#)

Fall 2013 Schedule

October: Communication Power Webinar Series

- October 15: The Power of Giving and Receiving Constructive Feedback
- October 29: Seeing Both Sides, Checking Assumptions and Listening
- November 5: The Power of Managing Negative Behaviors

November: Providing Reference & Research Help Online

- Thursday, November 14: 5-6pm
- Monday, November 18: 2-3pm

The Power of Giving and Receiving Constructive Feedback

- Webinar Recording Alternate Link**
Link to the recorded webinar for The Power of Giving and Receiving Constructive Feedback. Converted to mp4 for easier viewing.
- Survey**
Please fill out the following survey provided by NEFLIN.
- Handout**
Handout to complete during the webinar.

Seeing Both Sides, Checking Assumptions and Listening

- Webinar Recording**
Link to the recorded webinar for The Power of Seeing Both Sides. Converted to mp4 for easier viewing.
- Handout**
Handout to complete during the webinar.

The Power of Managing Negative Behaviors

- Webinar Recording**
Link to the recorded webinar for The Power of Managing Negative Behaviors. Converted to mp4 for easier viewing.
- Handout**
Handout to complete during the webinar.

Providing Reference & Research Help Online

- Prezi presentation**
Short overview of topics covered with links to some good examples.

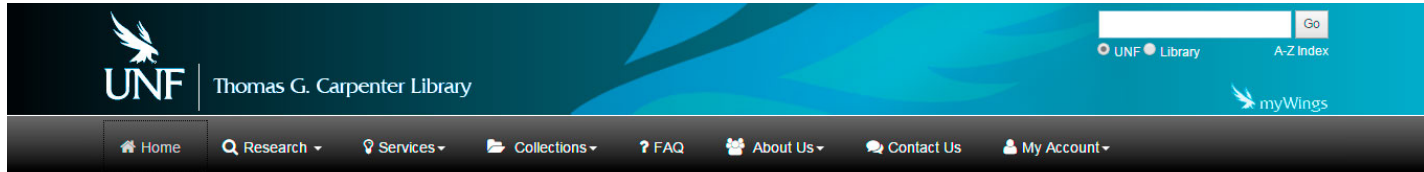


Select a topic & activity that would work in your library.

Topic	Activity
Databases	Workshop
Customer Service	Case Studies (examples)
Reference Interview	Clickers
Technology	Role Playing
Library-specific Resource	Flipped Classroom



Phase 3: Flipped Classroom



UNF Thomas G. Carpenter Library

UNF Library A-Z Index

myWings

Home Research Services Collections FAQ About Us Contact Us My Account

UNF / CampusGuides / Public Services / Public Services Professional Development Series / Fall 2014

Public Services Professional Development Series

Spring 2016 Fall 2015 Spring 2015 **Fall 2014** Spring 2014 Fall 2013 Summer 2013 Additional Online Training Opportunities Florida Memory Webinars

State Library of Florida Webinars

Fall 2014 Schedule

September: OneSearch

- Monday, Sept. 22nd 5-6
- Tuesday, Sept. 23rd 2-3
- Friday, Sept 26th 10:30-11:30

October: CampusGuides

- Thursday, October 23rd 2-3
- Thursday, October 23rd, 5-6

November: LibAnswers

Rubrics

-  **OneSearch Rubric**
Learning objectives and a rubric for OneSearch
-  **CampusGuides Rubric**
Learning objectives and a rubric for CampusGuides
-  **LibAnswers Rubric**
Learning objectives and a rubric for LibAnswers 2

One Search

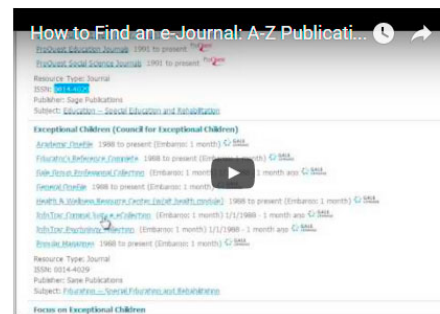
Workshop Prep

Here are the materials you are responsible for reading/viewing prior to attending a workshop session.

- What is a Discovery Tool?**
Since the advent of search engines and web crawlers [read: Google], libraries have wanted to implement tools to search the databases of things in the physical collection (stuff that lives in the building) and the articles, images, citations, ebooks and other stuff that is housed in other databases. There have been some tools that tried to do this pretty unsuccessfully but now we have discovery tools that do it brilliantly. Read about how they work and then about the discovery tool we have at UNF.
- OneSearch**
Publicly available guide on LibGuides that gives quick and in-depth information about how to use OneSearch.

Finding an e-journal

Patrons sometimes need to find any article in a given journal. Most people want an online article so they'll need an e-journal. Here's a short video detailing the process using our A-Z Publications List. It even shows how to log in off campus.



How to Find an e-Journal: A-Z Publicati...

Resource Type: Journal
ISSN: 0014-4029
Publisher: Sage Publications
Subjects: Education -- Social Education and Rehabilitation

Exceptional Children (Council for Exceptional Children)
Anderson, David. 1988 to present (Embargo: 1 month) G \$50.
Filipovich, Katherine. 1988 to present (Embargo: 1 month) G \$50.
Sage, Susan. Embargoed Collection. (Embargo: 1 month) 1 month ago G \$50.
Gross, David. 1988 to present (Embargo: 1 month) G \$50.
Smith, A. Workman, University Center. 1988 to present (Embargo: 1 month) G \$50.
Sage, Susan. Embargoed Collection. (Embargo: 1 month) 1/1/1988 - 1 month ago G \$50.
Sage, Susan. Embargoed Collection. (Embargo: 1 month) 1/1/1988 - 1 month ago G \$50.
Sage, Susan. Embargoed Collection. (Embargo: 1 month) 1/1/1988 - 1 month ago G \$50.

Resource Type: Journal
ISSN: 0014-4029
Publisher: Sage Publications
Subjects: Education -- Social Education and Rehabilitation

Search on Exceptional Children



Phase 3: Flipped Classroom

	Excellent	Intermediate	Needs Work	Comments
Find & Access Resource and Explain the Process	<ul style="list-style-type: none"> - Successfully locates and retrieves a resource - Explains the process of finding and gaining access to a resource 	<ul style="list-style-type: none"> - Locates and retrieves resources but unable to explain the process 	<ul style="list-style-type: none"> -Unable to locate and/or retrieve a resource. -Cannot articulate the correct process as described in class 	
Identify & Use Limiters	<ul style="list-style-type: none"> - Recognizes limiters - Uses limiters to narrow results list as needed 	<ul style="list-style-type: none"> - Completes only 1 of the 2 tasks in Excellent OR - Completes portions of the tasks but cannot limit successfully 	<ul style="list-style-type: none"> Unable to identify or use limiters 	
Recognize & Differentiate Source Types	<ul style="list-style-type: none"> Identifies source types and is able to recognize elements that indicate each type 	<ul style="list-style-type: none"> - Identifies the existence of different source types but unable to recognize elements that indicate each type 	<ul style="list-style-type: none"> Unable to identify source types or recognize elements of each type 	
Locate Article by Date in a Specific Periodical	<ul style="list-style-type: none"> - Able to find full-text access points - Chooses appropriate access point per years available 	<ul style="list-style-type: none"> - Completes only 1 of the 2 tasks in Excellent OR - Completes portions of the tasks but cannot arrive at a result 	<ul style="list-style-type: none"> - Unable to locate access point for full text - Unable to choose appropriate access points per years available 	



Phase 3: Flipped Classroom

LibGuides Home Content Tools Discussions Statistics Admin

UNF / CampusGuides / Public Services / Public Services Professional Development Series / Follow Ups

Public Services Professional Development Series

[Click to enter a description]

Last Updated: Oct 27, 2015 8:48 AM | URL: <http://unf.campusguides.com/pspd>

Subjects: Access Services, Periodicals/Media, Research, Staff Info/Training | Tags: [none]

Fall 2015 | Spring 2015 | Fall 2014 | Spring 2014 | Fall 2013 | Summer 2013 | Additional Online Training Opportunities

State Library of Florida Webinars | Follow Ups

PAGE URL: <http://unf.campusguides.com/c.php?g=72937&p=1465838>

Hidden Page!

This Page has been flagged as "hidden" and will not be visible from the public interface.

Add Top Box

Assessment Questions

- OneSearch- Fall 2014
- CampusGuides- Fall 2014
- LibAnswers 2- Fall 2014

Statistics Spreadsheet

- Current Staff Completions

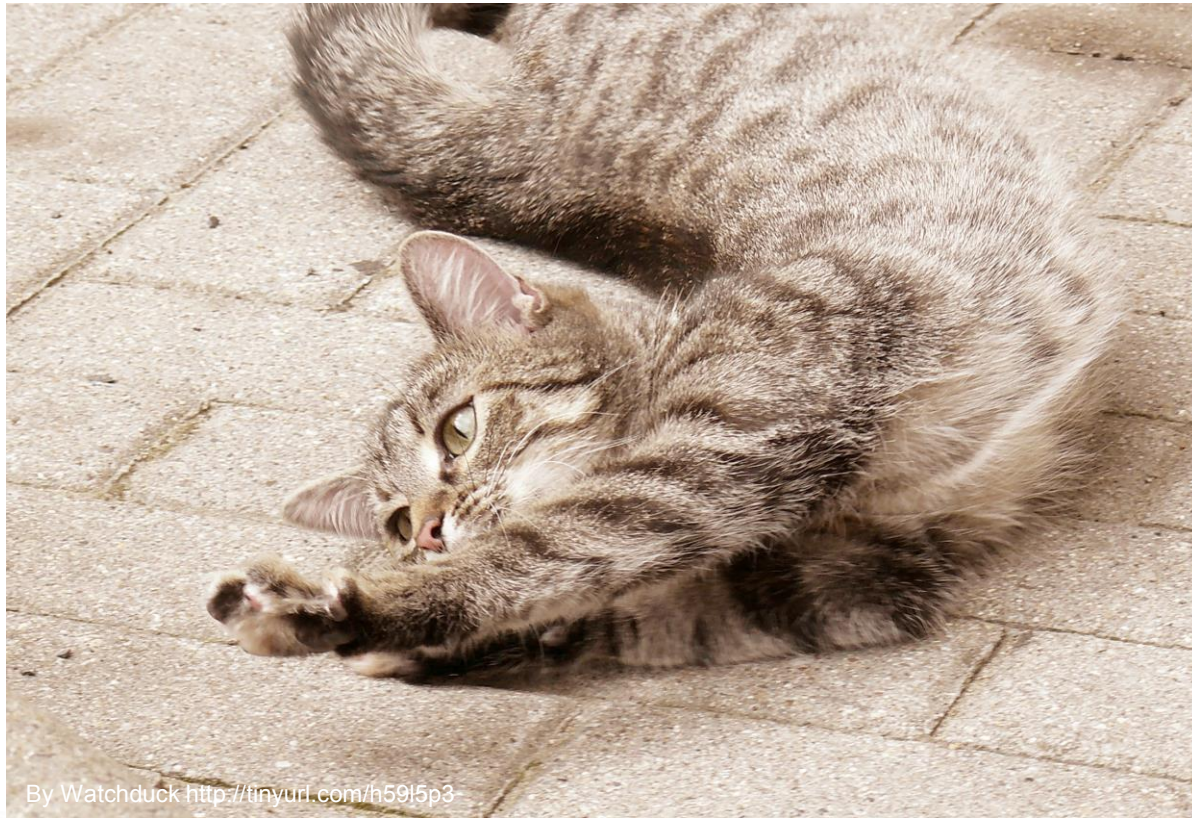
Add / Reorder

	B	C	D	E	F	G
		FALL 2014				Spring
	OneSearch	CampusGuides	LibAnswers		History	Digital
	excellent	(Stephanie)	excellent		X	X
	excellent	excellent	excellent		X	X
	excellent	excellent	excellent		(Lauren)	
	excellent	excellent	excellent		X	X
	excellent	excellent	excellent		(Stephanie)	
	excellent	excellent	excellent		excellent	
	excellent	excellent	excellent		X	X
	excellent	excellent	excellent		X	X
	excellent	excellent	excellent		excellent	
	excellent	excellent	excellent		(Paul)	
	excellent	excellent	excellent		(Lauren)	
	excellent	excellent	excellent		X	X
	excellent	excellent	excellent		excellent	
	(Paul)	(Paul)	(Paul)		(Paul)	
	excellent	excellent	excellent		excellent	



Lessons Learned

Be Flexible



By Watchduck <http://tinyurl.com/h59!5p3>



Lessons Learned

Be Flexible

Give it time



By NPS/Robb Hannawacker <http://tinyurl.com/gmd6so8>

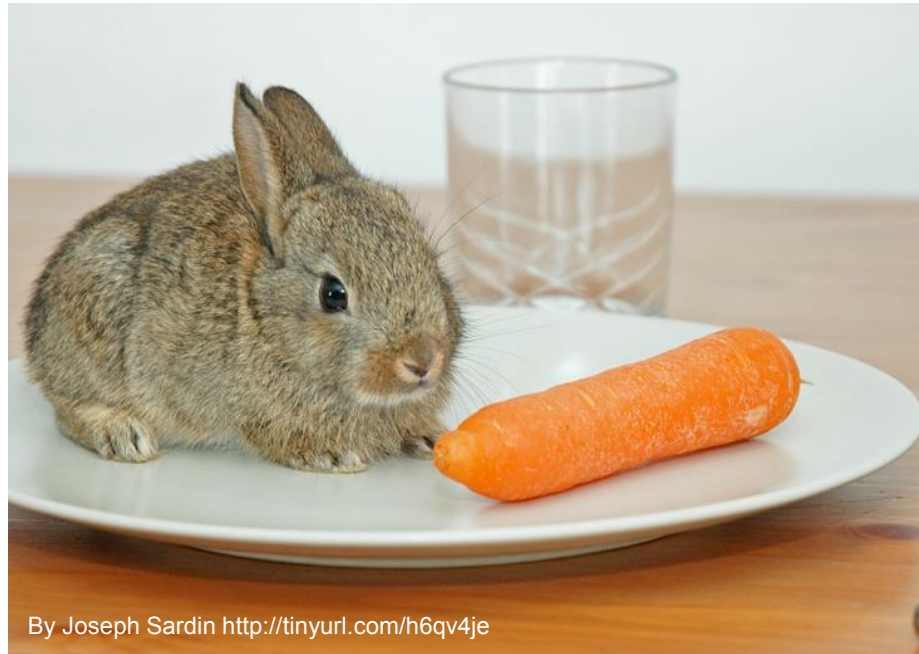


Lessons Learned

Be Flexible

Give it time

Bribery works!



By Joseph Sardin <http://tinyurl.com/h6qv4je>

Lessons Learned

Be Flexible

Give it time

Bribery works!

Focus on the basics



By Ruben Alexander <http://tinyurl.com/zgp9opx>

Barriers to Creating an In-House Training Program



["hilldown"](#) by Robert Ganzre (CC BY-NC-SA 2.0)

How would you overcome these challenges?



[Overcoming Obstacles](#) by [The US Army](#) CC BY 2.0



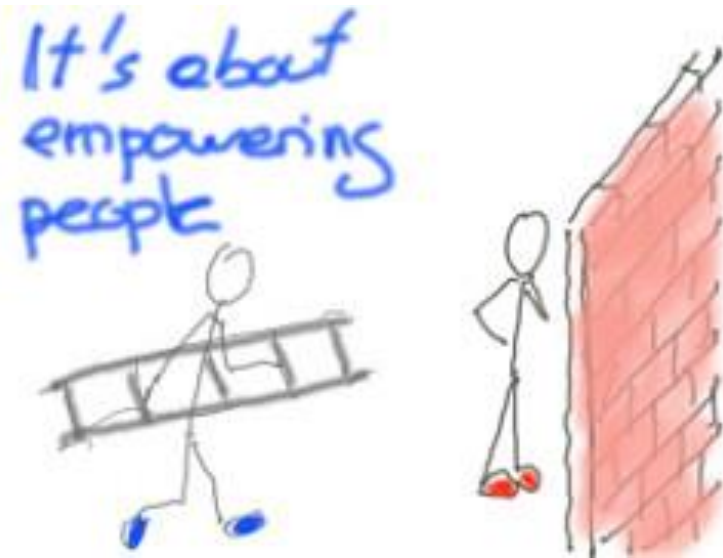
Overcoming Barriers



[THE BRIDGE](#) by [whologwhy](#) CC BY 2.0



Unexpected Benefits



"It's about empowering people" by [Xavier Vergés](#) CC BY 2.0



[Connection](#) by [whatmattdoes](#) CC BY-NC-SA 2.0

Evolution

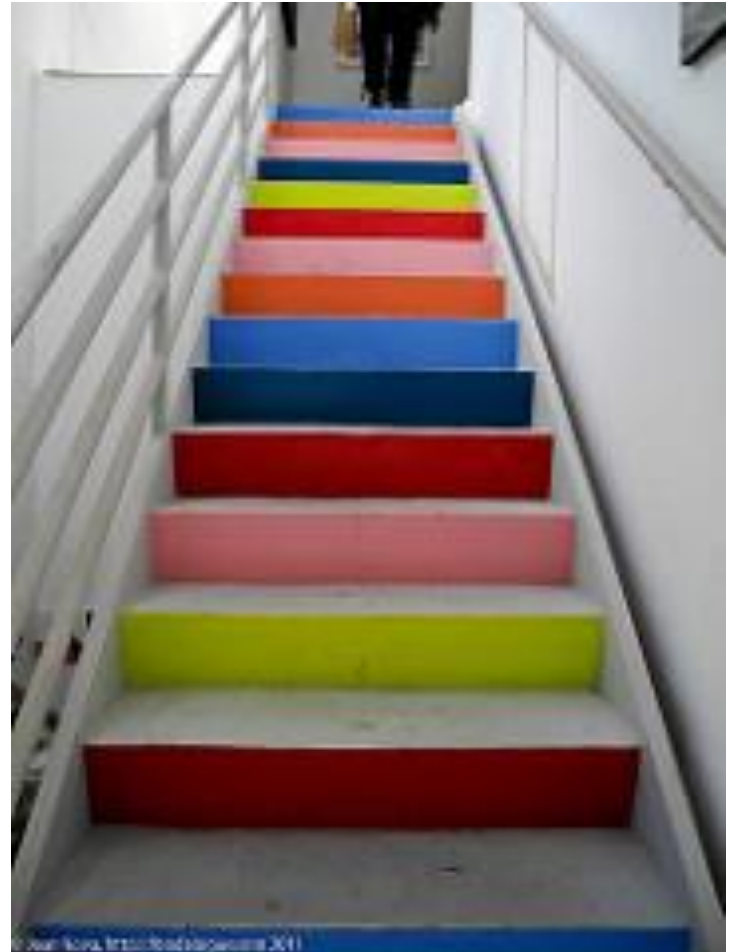


[Loose Change](#) by [Kevin Labianco](#) CC BY-NC-ND 2.0

Today & Next Steps



[Workshop](#) by [PowerMax Energy](#) CC BY-NC-ND 2.0



[DallMuseum_RinglingMuseum-20](#) by [Joan Nova](#) CC BY-NC-ND 2.0



Survey

Survey of Public Services – faculty, staff, and student assistants

Five questions to measure their perspectives on the training

Q. 1 Thinking about the classes listed, tell us how attending the training affected your work?

The training has positively affected my work.	17	94%
The training has negatively affected my work.	0	0%
The training has had no effect on my work.	1	6%
Total	18	100%

Technology in the Library	Communication Power Webinar Series
OneSearch	Reference & Research Help Online
Ebooks	CampusGuides
Library Website	Primary Sources in History
Working at a Service Desk	Digital Commons
LibAnswers 1 & 2	JSTOR & RefWorks
LibChat	Census Information



Q & A and Your Training Stories



[Question mark](#) by Geralt (CC0 1.0)

Lisandra R. Carmichael, Associate Dean, l.carmichael@unf.edu

Lauren Newton, Head of Instruction, lauren.newton@unf.edu

Stephanie Weiss, Online Learning Librarian, s.weiss@unf.edu

Thomas G. Carpenter Library
University of North Florida
Jacksonville, Florida

