



Meal Plan 4

Computer Culinary Academy— Getting the Technology Training You Need



Given the demands of the library kitchen, it can be hard to find time to learn new skills and expand your repertoire. However, there is training assistance that you can access locally, regionally, and nationally, whether it be in a workshop format, print, or online.

This section discusses the various ways to keep your library operating like a well-run kitchen and keep your library soufflé from falling.

TOPICS COVERED:

- Appetizer #1: Assessment
- Appetizer #2: Training Budget
- Main Course: Training Resources
- Dessert: Evaluation
- Fast Food—Meal Plan 4 Summary



Notes from a Chef

Staff Training Builds Confidence

“I try to encourage other folks on the staff to take trainings. While I do a lot of the technology maintenance, it’s important that everyone here be able to do some simple troubleshooting. I think people don’t feel very confident about technology, which is why we concentrate on getting people to workshops and training.”

*Lesley Kimball
Wiggin Memorial Library, Stratham, NH*



Notes from a Chef

Learning The Language of Technology

“I went to a conference on technology and one of the things that I got out of it, that I have not forgotten, was that they likened technology to learning to speak English. For those of us that did not grow up with technology it is like English as a second language. When we hire someone new, we send them to a Florida Electronic Library training, so they can better serve the patrons.”

*Bonnie Tollefson, FL
Levy County Public Library System, Bronson FL*



Appetizer #1: Assessment

You wouldn't start baking before you know you have the right ingredients in place...would you? Well, you'd be creating a similar disaster by signing up or sending your staff members to training before you know what their training needs are (something like baking a cake without sugar). We suggest that you collect your ingredients (i.e. your staff's training needs) **before** you start looking at training catalogs and online resources. As always, start with your appetizer.

APPETIZER #1: Assessment

EQUIPMENT AND INGREDIENTS:

- Library Core Competencies – A list of your state, regional, or county technology competencies for library staff
- TechAtlas Staff Skill Survey
- A dollop of interest in defining the skills you want your staff to have

TIME TO IMPLEMENT:

3 to 6 hours to define staff training needs

PREPARATION

- **Review your state and local core competencies.** Technology competencies help staff members understand the computer-based skills and knowledge they need to effectively serve their patrons. These competencies also help libraries assess staff needs and develop appropriate training plans.
- **Assess your staff skills and training requirements.** To help identify which staff may need training and/or who can act as “tech resource” within your library, use the TechAtlas Staff Skill Survey at <http://webjunction.techatlas.org/tools/start.asp?subtab=1>.
- **Identify your library's staff training priorities.** Ask:
 - What problems/needs should be addressed through training? Is it really a training need?
 - What skills need to be taught? What do you need people to be able to do that they can't do now?
 - Which staff member(s) need the training?
 - What format do you want for the training? How will the information be best delivered (e.g., the training might be group, individual, online, etc)
 - What training resources will you use? (e.g., CDs, online resources, classes, books, etc.)
 - What is your training budget for initial **and** on-going training?
 - What is your schedule for training? How soon do you need staff to be trained?



- What do you want the staff to learn or be able to do after the training?
- How will you know if the training worked? In other words how will you evaluate the success of the training?

Blend your competencies, staff skills, and library training priorities, then cook to perfection.



When It's Something Important—You Need to Go

"I go to as many workshops as my commissioners will allow me to go to. They like for me to be here; we have to keep our hours up. But if it's something that I think is important...something that's going to help me, I just go."

Joan Frazier Haskell
Haskell County Library, Haskell, TX



OTHER TASTY RECIPES

Technology Competencies

- Evaluating Staff Technology Competencies
TechAtlas Staff Skill Survey
<http://webjunction.techatlas.org/tools/start.asp?subtab=1>
- Staff Competencies Resource List
A list of web site resources providing insight into how your colleagues are handling the challenge of assessing library staff competencies.
<http://www.webjunction.org/do/DisplayContent?id=1066>
- Library Technology Reports
Library Technology Reports 43:2 (Mar/Apr 2007) by Sarah Houghton-Jan tackles technology competencies for librarians in the Information Age. It is a thorough discussion of technology competencies, including some concrete examples.
<http://www.techsource.ala.org/ltr/technology-competencies-and-training-for-libraries.html>
- Library Staff Competencies
<http://www.librarysupportstaff.com/4competency.html>
- Assessing & Meeting Technology Training Needs
A description of the process used by the Newport News, VA Public Library.
<http://www.infotoday.com/cilmag/sep05/jennings.shtml>

APPETIZER #2: Training Budget

EQUIPMENT AND INGREDIENTS:

- A clear idea of the skills that you and your staff want to learn (i.e. You've sampled the appetizer)
- An idea for how you would like them to learn them (e.g., online, classroom, conference)
- A bushel full of funders to partner with you and pay for the training
- Funding to support the training, travel, and time off

TIME TO IMPLEMENT:

1 hour

PREPARATION

- **Review your library budget for training, staff development, and materials to help determine the kind of training you can offer your staff.** Be sure to take into consideration:
 - Cost of materials and classes
 - Cost of staff time
 - Travel expenses
 - Miscellaneous training expenses



OTHER TASTY RECIPES

Funding Technology Training

- WebJunction
Purchasing & Funding Learning Find e-learning discounts, grants, scholarships, and more.
<http://www.webjunction.org/do/Navigation?category=13590>

MAIN COURSE: Training Resources

EQUIPMENT AND INGREDIENTS:

- Computer with high speed Internet access (if you're doing an online course that includes more than text)
- A clear idea of the skills that you and your staff want to learn and what means/method you would like to use to learn those skills
- Time to attend the training, the conference, read the materials, or study online
- Funding to support the training, travel, and time off

TIME TO IMPLEMENT:

From 1 hour to 1 week, depending on the training and your location.

PREPARATION

No matter what skill you need to learn, the library culinary academy has a rich assortment of places to look for training. The Chefs are waiting to share, so come on in!

What to do next:

- **Sit down and review our “Other Tasty Recipes” which focuses on technology training.**
- **Using your staff training priorities and budget as a guide, and the list of Other Tasty Recipes, determine the best fit for your staff.**
- **Identify how staff members will use these training resources and how you can measure the value of the training for both your staff and your library.**



Staying on Course with Technology

“Our regional library, the Southern Maine Library District, conduct spring and fall counsel meetings, and a conference every year through the Maine Library Association. They always have conferences that involve technology, workshops, and things like that. We do training in-house as well. I usually have a section of each staff meeting where we might cover an issue such as how to troubleshoot or online research.”

*Kristi Bryant
Wells Public Library, Wells, ME*



OTHER TASTY RECIPES

Online Courses

- WebJunction
Training and resources to help libraries create, implement and use all forms of online learning. A variety of free and fee based online courses and resources
<http://www.webjunction.org/do/Navigation?category=372>
- University of North Texas
Lifelong Education @ Desktop
Online courses help librarians and library staff, volunteer managers, rehabilitation professionals, and business people deal with the challenges that are a part of their daily work lives.
http://web2.unt.edu/cmp_lead/
- LibraryU
Free web-based training for library staff and their patrons, supported cooperatively by the Illinois Library Systems and the Illinois State Library with funding from the Bill and Melinda Gates Foundation.
<http://learning.libraryu.org/home/>
- Education2Go
A series of online courses on computer-related topics offered by University of Wisconsin-Madison School of Library and Information Studies
<http://www.slis.wisc.edu/continueed/ed2go.html>
- Library Support Staff.com
Online Learning Sites
Free Online Learning Sites and Resources
<http://www.librarysupportstaff.com/ed4you.html#Online%20Tutorial>
- SirsiDynix Institute
The *SirsiDynix* Institute is an ongoing forum for professional development in the library community. It provides free access to industry-leading speakers and events.
<http://www.sirsidynixinstitute.com/>

Webcasts

- InfoPeople
A list of archived webcasts from InfoPeople. Topics include: Web 2.0, Leading Edge Technologies, and Practical Strategic Planning. Infopeople also offers training courses for California libraries.
<http://www.infopeople.org/training/webcasts/list/archived>

Webinars

- WebJunction
A wide variety of self-paced and live online courses, as well as the new E-Learning Institute and Live Space
<http://www.webjunction.org/do/Navigation?category=15543>



News and Notes about Technology in Libraries

- WebJunction Forum on Emerging Technologies
Librarians discuss the latest and greatest such as web technologies and social software
<http://www.webjunction.org/forums/category.jspa?categoryID=37>
- Public Library Association TechNotes
Tech Notes are short, Web-based papers introducing specific technologies for public librarians.
<http://www.ala.org/ala/pla/plapubs/technotes/technotes.cfm>
- ALA TechSource
Publishes *Library Technology Reports*, *Smart Libraries Newsletter* (formerly *Library Systems Newsletter*), and the ALA TechSource Blog
<http://www.techsource.ala.org/>
- MaintainIT
A work in progress including stories, blogs and resources from the field
<http://www.maintainitproject.org/about>

General Technology News Sources

- New York Times Technology column
<http://www.nytimes.com/pages/technology/index.html> or
- National Public Radio's Technology programs
<http://www.npr.org/templates/topics/topic.php?topicId=1019>



Link and Learn

"What I've learned I've mostly found through the Internet. It's just a basic willingness to learn, taking your time, and listening to your patrons."

*Karen Bryant
Calhoun County Public Library, Blountstown, FL*

DESSERT: Evaluation

EQUIPMENT AND INGREDIENTS:

- Copy of technology competencies for library staff.
- Copy of staff training priorities
- Learning objectives, workshop topics, and any advertising regarding the training
- A scoop of reflection

TIME TO IMPLEMENT:

From 1 to 2 hours, depending on the training needs.

PREPARATION

- **Ask staff members who attended the training to write up a brief review.** Have them describe what they got from the training, what they thought was most useful, and if they would recommend it to others.
- **Gather and file the staff evaluation.** Keep it for future use.
- **If appropriate, share your training evaluation information with other staff in the library, as well as the trainer of the training program.**
- **If you are a member of a library community site (e.g., listerserv message boards, blogs, etc,) let them know what you thought of the training.**



On-the-Job Learning Leads to Self-Sufficiency

"Everything that I've learned has been on the job experience. Over the course of the 18 years that I've been here, I've picked up more and more and it's gotten to the point where I understand quite a bit of it. I'm able to maintain our systems, add computers, add programs, and do the kinds of things that a technical person does. A lot of people don't have that kind of support in their own library, so it makes it a lot easier when you don't have to call somebody to help."

*Amber Allard
Spies Public Library, Menominee, MI*



Fast Food—Meal Plan 4 Summary

- Collect your ingredients (i.e., your staff's training needs) before you start looking at training catalogs and online resources.
- To create a sound training budget, you must have a clear idea of the skills that you and your staff want to learn (i.e., You've sampled the appetizer) and an idea of how you would like them to learn them (e.g., online, classroom, confidence). You must also determine whether or not you have the funding support necessary to pay for training, travel, and time off.

MENU 4 CHECKLIST
<input type="checkbox"/> Review your state and local core technologies competencies to help assess staff needs and develop appropriate training plans.
<input type="checkbox"/> Assess your staff skills and training requirements. (Use the TechAtlas Staff Skill Survey at http://webjunction.techatlas.org/tools/start.asp?subtab=1)
<input type="checkbox"/> Identify your library's staff training priorities.
<input type="checkbox"/> Review your library budget for training, staff development, and materials so that you can determine the kind of training you can offer your staff. Consider: <ul style="list-style-type: none">– Cost of materials and classes– Cost of staff time– Travel expenses– Miscellaneous training expenses
<input type="checkbox"/> If you don't have enough funding for your training plan, go to http://www.webjunction.org/do/Navigation?category=13590
<input type="checkbox"/> Using your staff training priorities and budget as a guide, review the list of Tasty Recipes on pages 66-67 and determine the best fit for your staff.
<input type="checkbox"/> Identify how staff will use these training resources and how you can measure the value of the training for both staff members and your library.
<input type="checkbox"/> Ask staff members who attended the training to write up a brief review.
<input type="checkbox"/> Gather and file the staff evaluation. Keep it for future use.
<input type="checkbox"/> If appropriate, share your training evaluation information with other staff in the library, as well as the trainer of the training program.
<input type="checkbox"/> If you are a member of a library community (e.g., listserves, message boards, blogs, etc.) let them know what you thought of the training.