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

Lisandra R. Carmichael
University of North Florida, lcarmichael@georgiasouthern.edu

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

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

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

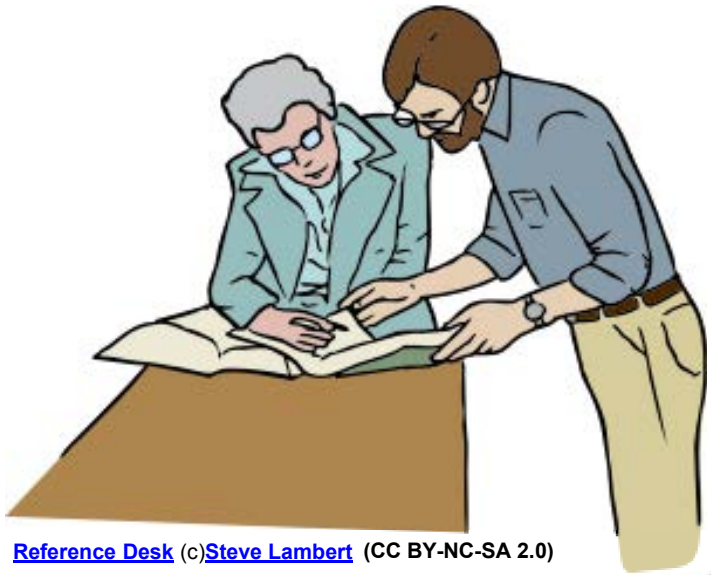
Lisandra R. Carmichael, Stephanie Weiss, and Lauren Newton
University of North Florida

Florida Library Association - 2016 Annual Conference

UNF
Thomas G. Carpenter Library

Overview

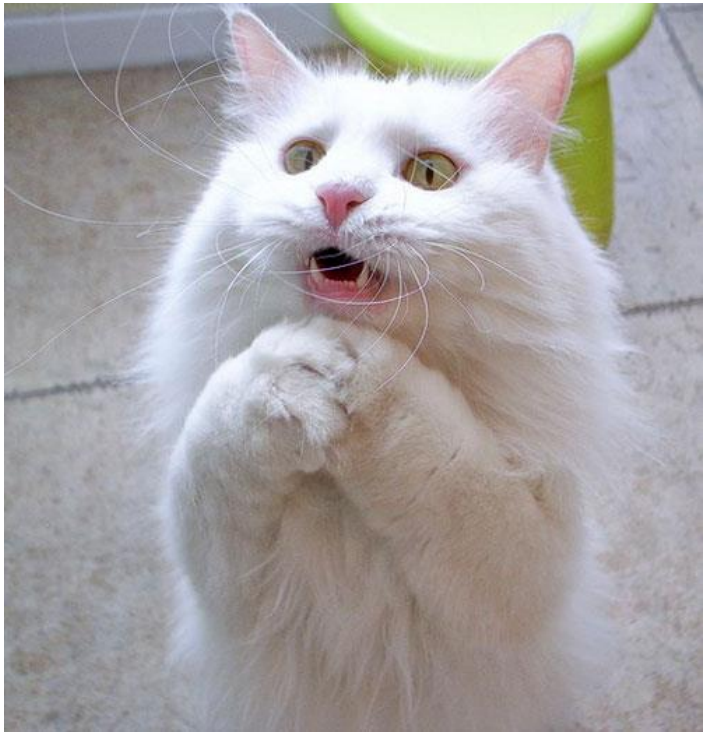
- Why Develop an In-House Training Program?
- Phases of the Professional Development Training Series
- Lessons Learned
- Barriers and Enablers
- Unexpected Benefits
- Evolution and Next Steps
- Survey
- Q & A and Your Training Stories



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/jgzjshx

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/hjshlpm



NextGen librarians http://tinyurl.com/h2c8vmp

Why Develop an In-House Training Program?

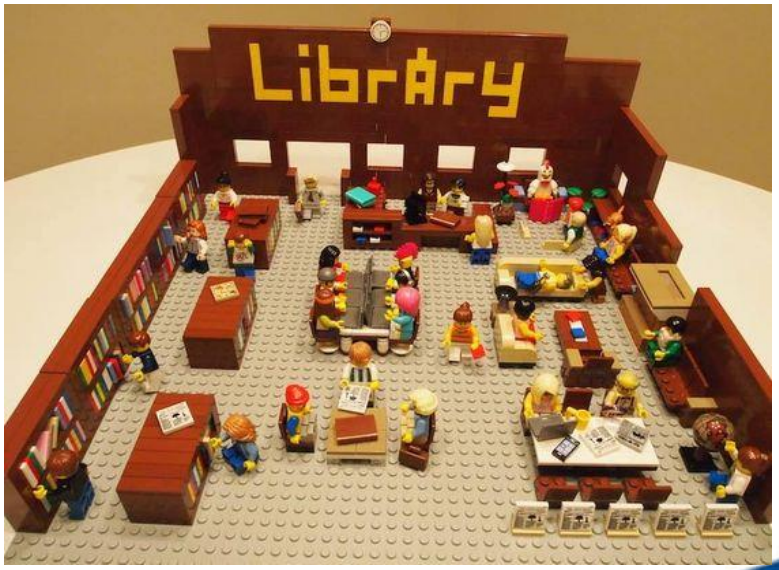
Library Staff Asked for It

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/zmmzp9y

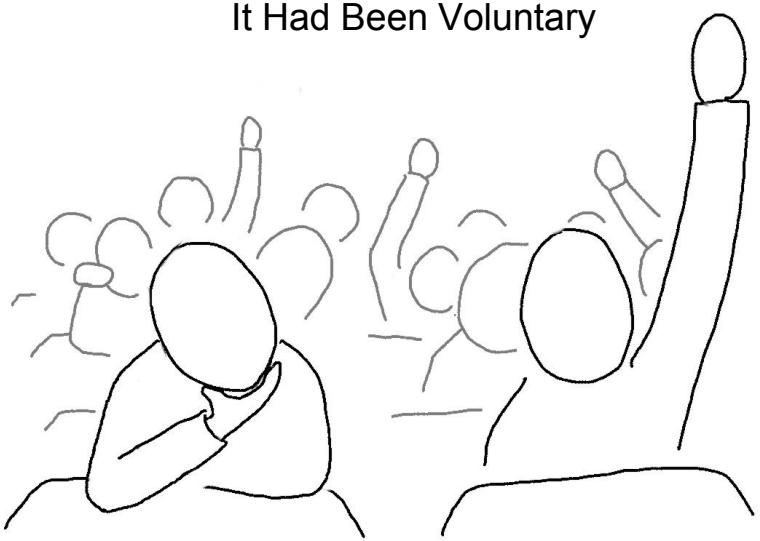
Why Develop an In-House Training Program?

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.

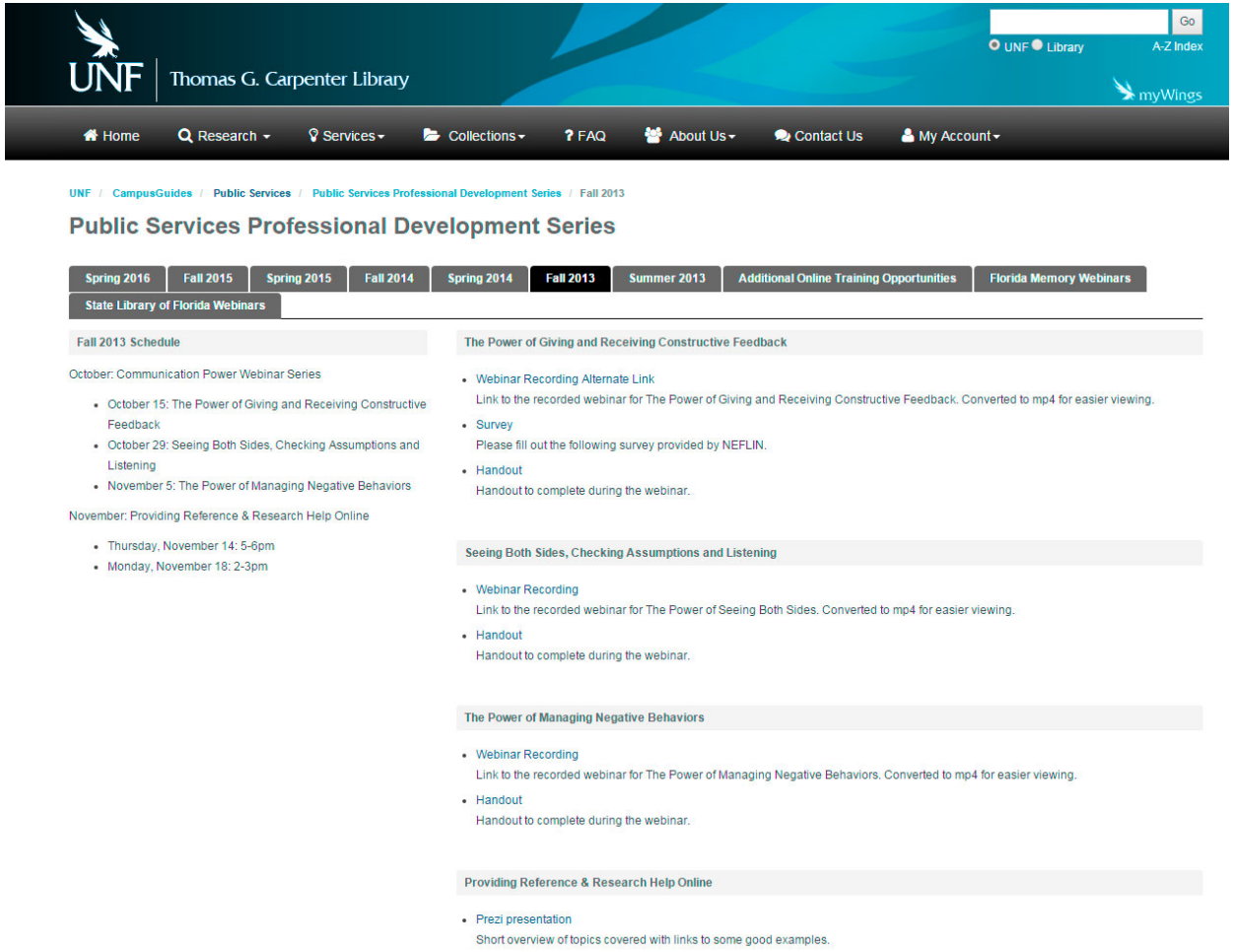
You can click the tools icon to view and edit questions, answers, Ref. Analytics transactions, and more.

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



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

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myWings

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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

OneSearch

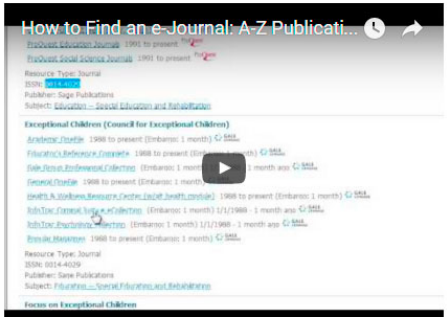
Workshop Prep

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 datbases 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.



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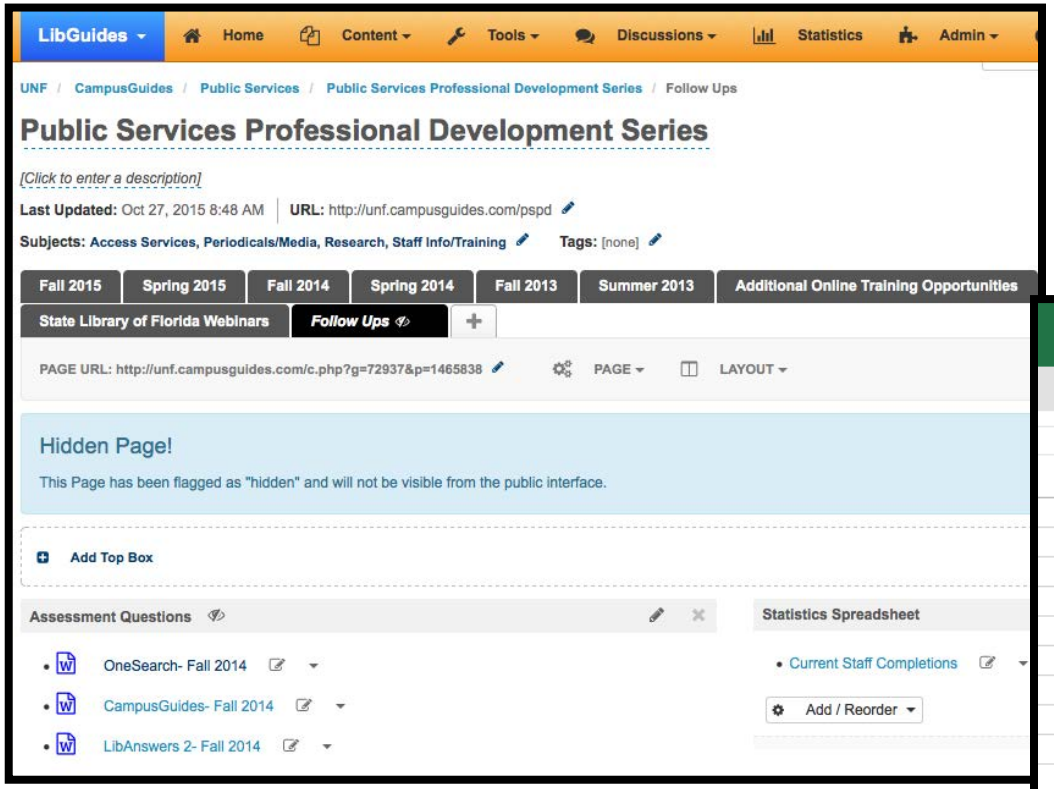
Phase 3: Flipped Classroom

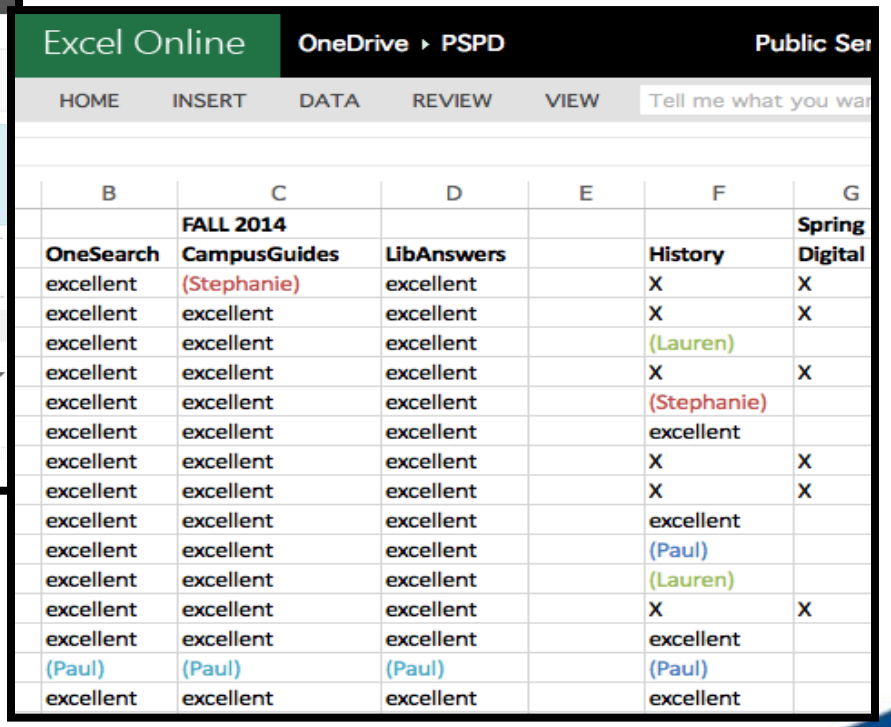
	Excellent	Intermediate	Needs Work	Comments
Find & Access Resource and Explain the Process	- Successfully locates and retrieves a resource - Explains the process of finding and gaining access to a resource	- Locates and retrieves resources but unable to explain the process	-Unable to locate and/or retrieve a resource. -Cannot articulate the correct process as described in class	
Identify & Use Limiters	- Recognizes limiters - Uses limiters to narrow results list as needed	- Completes only 1 of the 2 tasks in Excellent OR - Completes portions of the tasks but cannot limit successfully	Unable to identify or use limiters	
Recognize & Differentiate Source Types	Identifies source types and is able to recognize elements that indicate each type	- Identifies the existence of different source types but unable to recognize elements that indicate each type	Unable to identify source types or recognize elements of each type	
Locate Article by Date in a Specific Periodical	- Able to find full-text access points - Chooses appropriate access point per years available	- Completes only 1 of the 2 tasks in Excellent OR - Completes portions of the tasks but cannot arrive at a result	- Unable to locate access point for full text - Unable to choose appropriate access points per years available	


Photo by Lisamarie Babik http://tinyurl.com/gljtezx

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Phase 3: Flipped Classroom



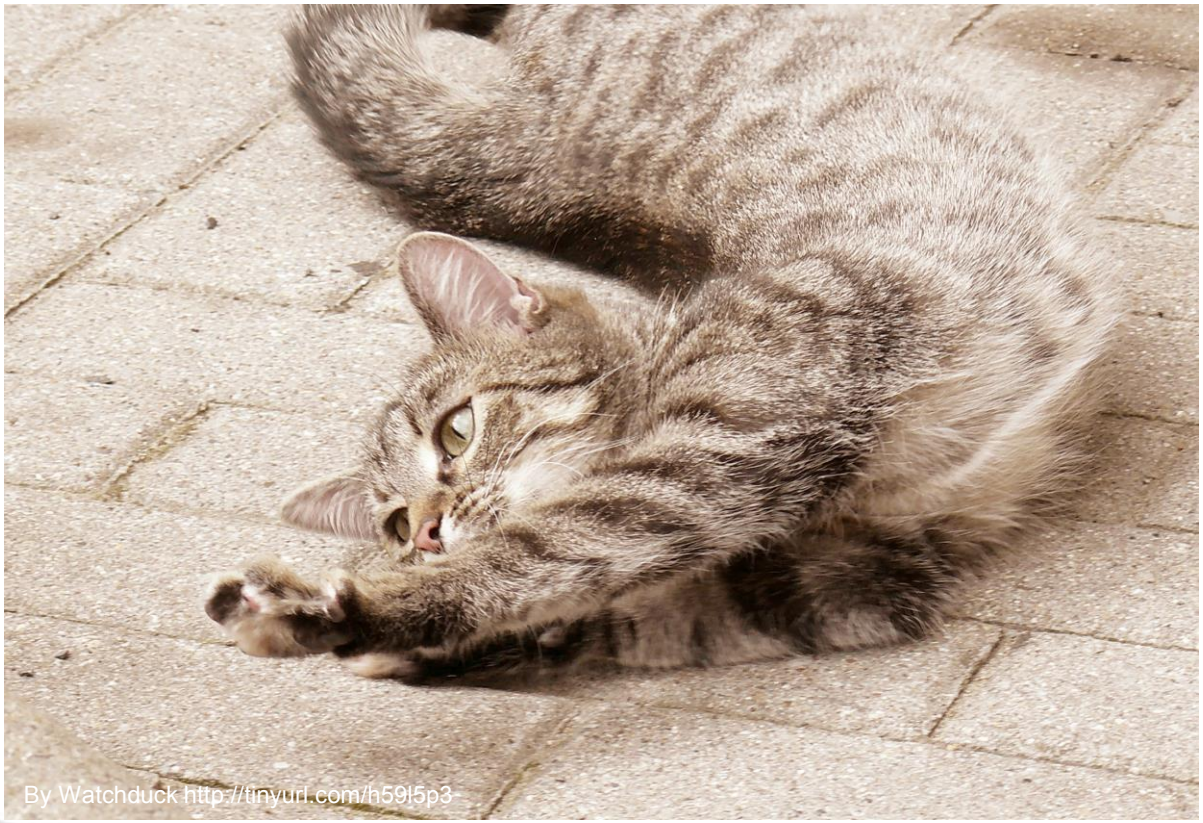


B	C	D	E	F	G
	FALL 2014				Spring
OneSearch	CampusGuides	LibAnswers		History	Digital
excellent	(Stephanie)	excellent		X	X
excellent	excellent	excellent		X	X
excellent	excellent	excellent		(Lauren)	
excellent	excellent	excellent		X	X
excellent	excellent	excellent		(Stephanie)	
excellent	excellent	excellent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

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Lessons Learned

Be Flexible



Lessons Learned

Be Flexible

Give it time



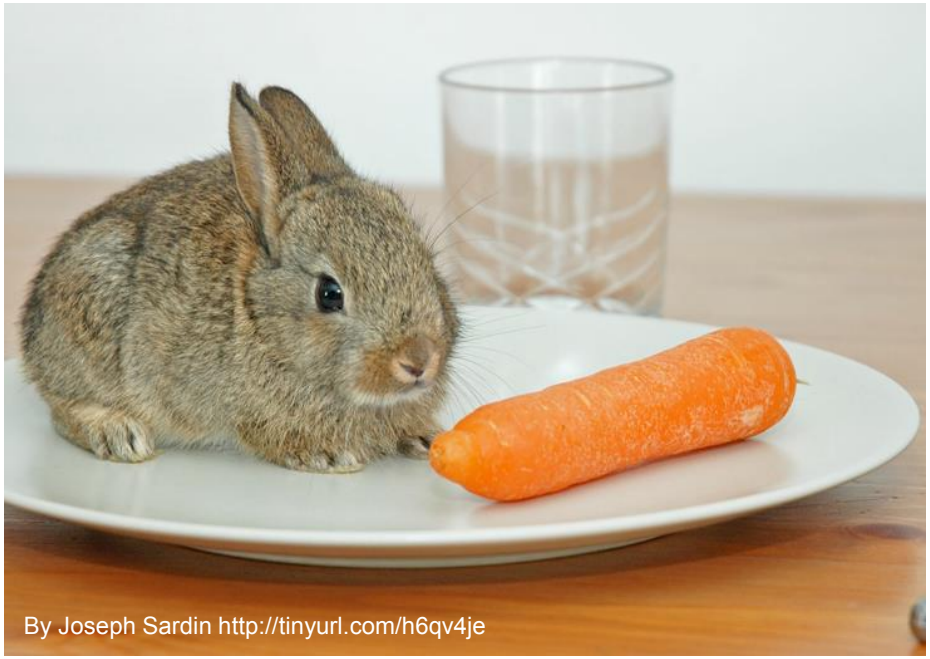
By NPS/Robb Hannawacker http://tinyurl.com/gmd6so8

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?



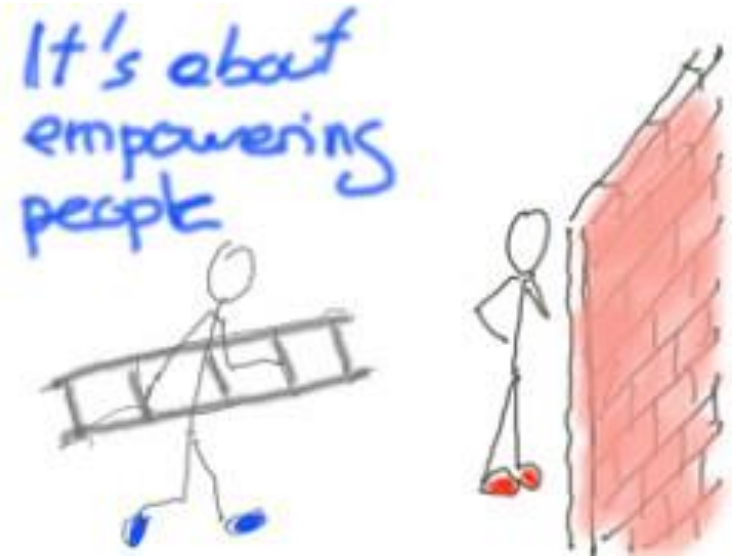
Overcoming Obstacles by The US Army CC BY 2.0

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



DaliMuseum_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

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