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

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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
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/jgjzshx](http://tinyurl.com/jgjzshx)
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](http://tinyurl.com/hjshlpm)

NextGen librarians [http://tinyurl.com/h2c8vmp](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
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... [link](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)
Phases of the Professional Development Series

1. Summer Intensive

2. Monthly with Summers off

3. Flipped Classroom

Photo by Spirit-Fire: http://tinyurl.com/hjycyyn
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

<table>
<thead>
<tr>
<th>Fall 2013 Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>October: Communication Power Webinar Series</strong></td>
</tr>
<tr>
<td>October 16: The Power of Giving and Receiving Constructive Feedback</td>
</tr>
<tr>
<td>October 29: Seeing Both Sides, Checking Assumptions and Listening</td>
</tr>
<tr>
<td>November 6: The Power of Managing Negative Behaviors</td>
</tr>
<tr>
<td>November: Providing Reference &amp; Research Help Online</td>
</tr>
<tr>
<td><strong>View All</strong></td>
</tr>
</tbody>
</table>

- **Webinar Recording**
  - Link to the recorded webinar for The Power of Giving and Receiving Constructive Feedback. Converted to mp4 for easier viewing.
  - Handout
  - Handout to complete during the webinar.

- **Survey**
  - Please fill out the following survey provided by NEFLIN.

- **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.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Databases</td>
<td>Workshop</td>
</tr>
<tr>
<td>Customer Service</td>
<td>Case Studies (examples)</td>
</tr>
<tr>
<td>Reference Interview</td>
<td>Clickers</td>
</tr>
<tr>
<td>Technology</td>
<td>Role Playing</td>
</tr>
<tr>
<td>Library-specific Resource</td>
<td>Flipped Classroom</td>
</tr>
</tbody>
</table>
Phase 3: Flipped Classroom

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

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 (e.g., 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, e-books and other stuff that is housed in other databases. There have been some tools that failed to do this pretty unsuccessfully but now we have discovery tools that do it reliably. Read about how they work and then about the discovery tools 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. Even shows how to log in off-campus.

How to Find on e-Journal: A-Z Publication List
## Phase 3: Flipped Classroom

<table>
<thead>
<tr>
<th>Find &amp; Access Resource and Explain the Process</th>
<th>Excellent</th>
<th>Intermediate</th>
<th>Needs Work</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Successfully locates and retrieves a resource</td>
<td>- Locates and retrieves resources but unable to explain the process</td>
<td>- Unable to locate and/or retrieve a resource.</td>
<td>- Cannot articulate the correct process as described in class</td>
<td></td>
</tr>
<tr>
<td>- Explains the process of finding and gaining access to a resource</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| 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 | |
Phase 3: Flipped Classroom
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 Barriers

THE BRIDGE by wholoqwhy 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 Labiano CC BY-NC-ND 2.0
Today & Next Steps

Workshop by PowerMax Energy 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

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