Bite-Sized Staff Training

Transform Staff Development for Busy Libraries

Julia Huprich

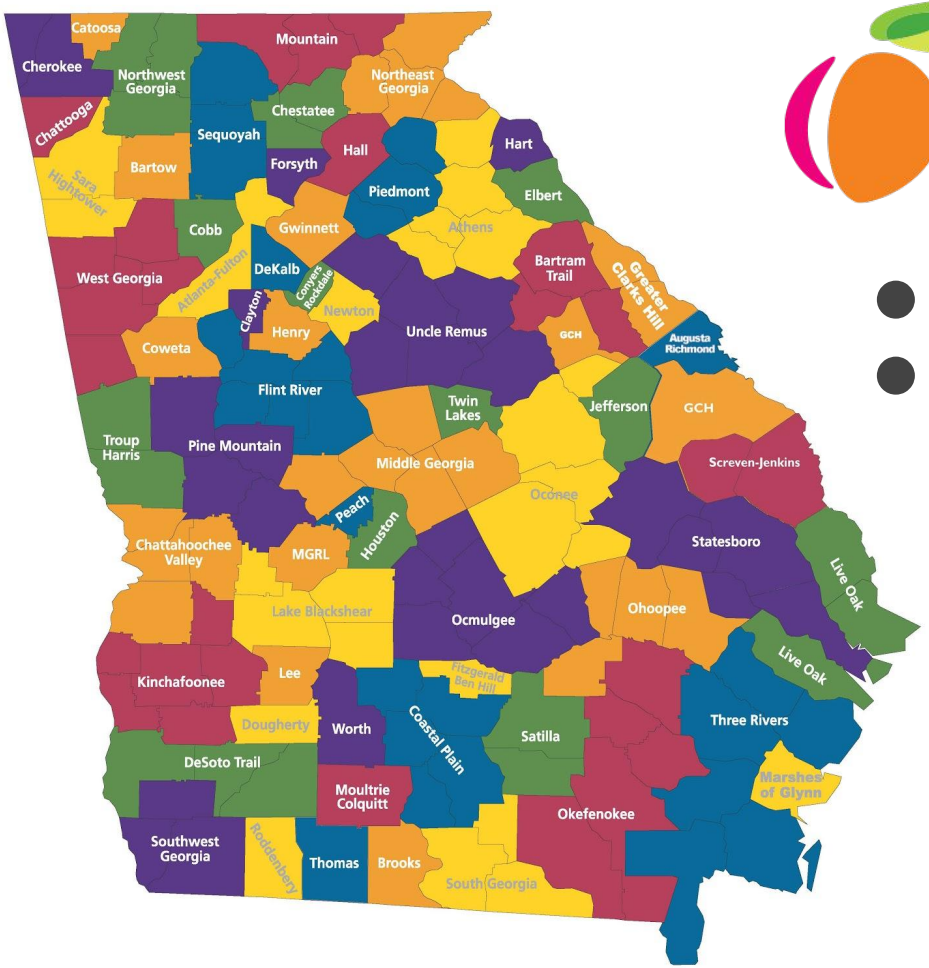
Director of Training &
Continuing Education
Georgia Public Library Service

That's me!

Chat Time...

What role does training play in your position? (Are you a trainer, a library administrator, someone in charge of a team...)

What brought you here today?



Georgia®

- 63 library systems
- 47th in per capita local funding

Barriers to Training

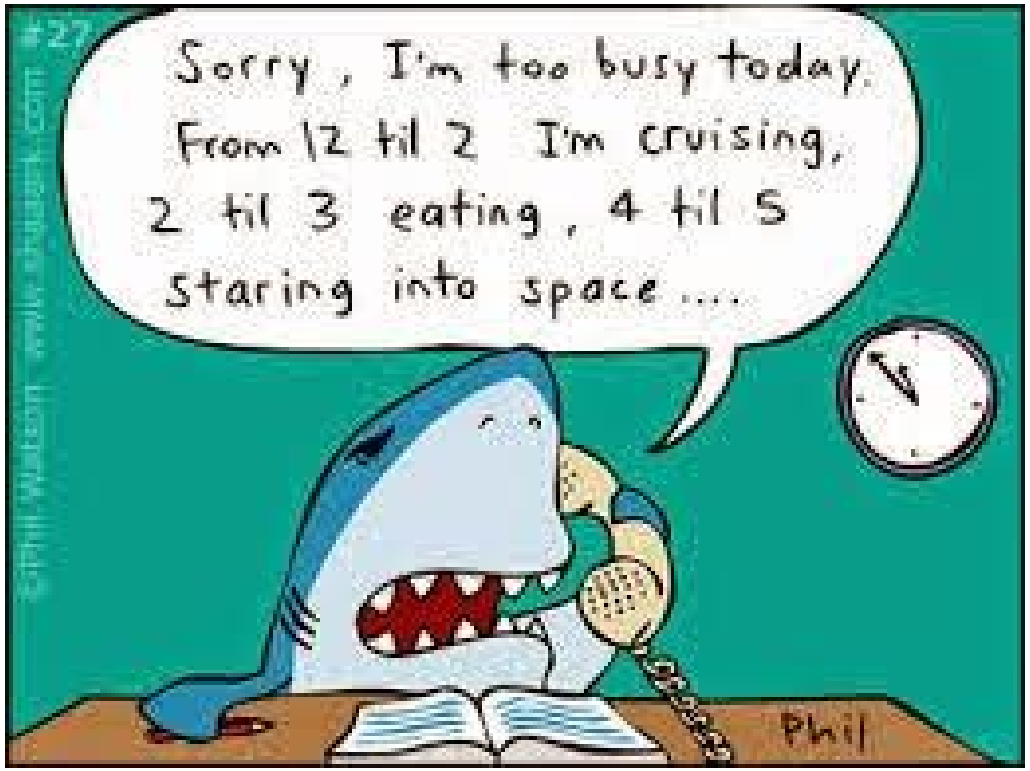
Lack of time

Lack of support/funding from library

Lack of training resources

Training topics I want/need are not offered

No interest in training



Source: Phil Watson, Shaaark.com

"I am an hourly employee who is always busy. I am not allowed to take training on my own time."

"I'm part-time and only get 17 hours/week. It's very hard if I want to take a class or something that takes more than 30 minutes. I'm on the desk every other hour, and there's so much to do in the short amount of time I am here."

"Training opportunities are too often at times when I feel I must support service desks. Lunchtime trainings don't work all that well in my situation."

"In theory, we allow use of work time for CE. In practice, this is very difficult to implement because of our wacky schedule and limited staffing."

Chat Time...

What are your training barriers?

And...if you're a trainer, leader, administrator, manager... **what are your staff members' barriers?**

The Modern Learner is...

Overwhelmed

Distracted

Impatient

Training Needs to Be...

Untethered

On-Demand

Collaborative

Empowering

Read the full “Modern Learner” report:

https://www.bersin.com/Practice/Detail.aspx?id=18071

Grovo, *7 Things We Learned From Deloitte’s “Meet the Modern Learner:”*
http://blog.grovo.com/7-learned-deloittes-meet-modern-learner/

Moore's Law

Law of Accelerating Returns

Source: Wikipedia, "Toddler"

tl;dr
LOLCAT.COM

Challenges

To offer engaging training that fits in with busy schedules

To quickly refresh staff skills, especially in ever-changing fields like technology

To eliminate barriers to continuing education

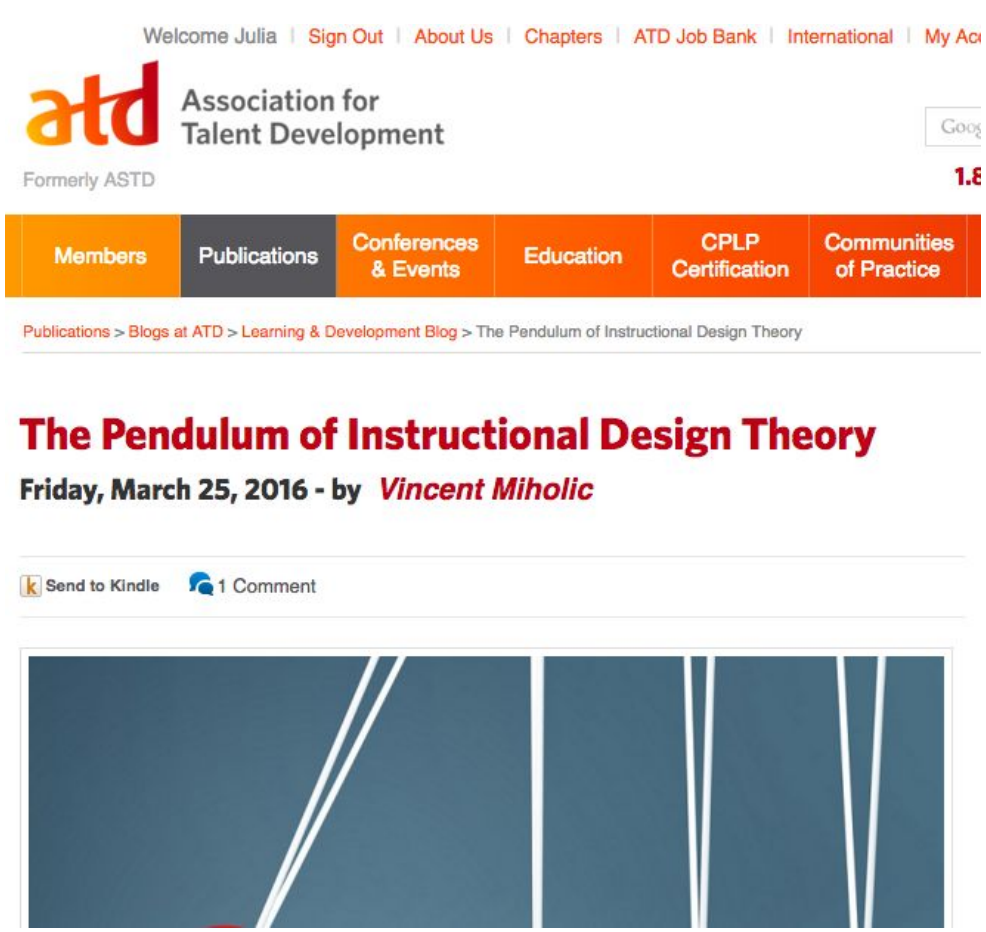
Microlearning: A Super-Quick Intro

Small Blocks of Time

Small Chunks of Content

Article link: http://www.wsj.com/articles/the-latest-approach-to-employee-training-1457921560

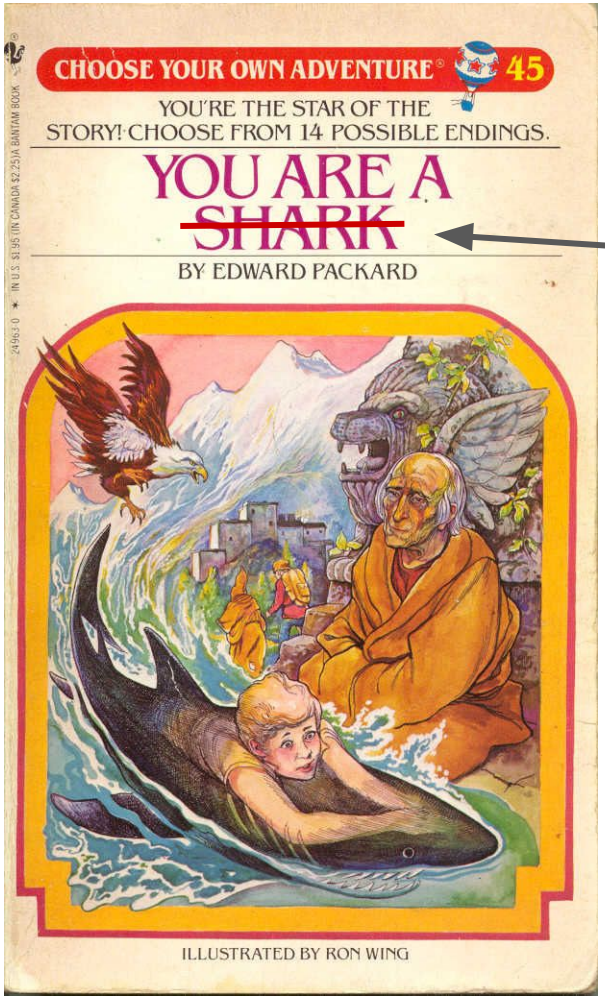
Article link: http://thenextweb.com/insider/2015/10/18/google-micro-learning-the-future-of-education/#gref



Article link:
https://www.td.org/Publications/Blogs/L-and-D-Blog/2016/03/The-Pendulum-of-Instructional-Design-Theory

What Microlearning *Isn't...*

- One size fits all model
- A solution to replace all F2F training
- Perfect
- Exact science


CHOOSE YOUR OWN ADVENTURE® 45
YOU'RE THE STAR OF THE STORY! CHOOSE FROM 14 POSSIBLE ENDINGS.
YOU ARE A SHARK
BY EDWARD PACKARD
ILLUSTRATED BY RON WING

trainer

Implementation

Use Existing Content

- Reconfigure training time
- “Power block”

Reconfigure Content

- Use new instructional framework
- Custom delivery platform

Purchase Content

- Microlearning vendors
- Not library-specific training

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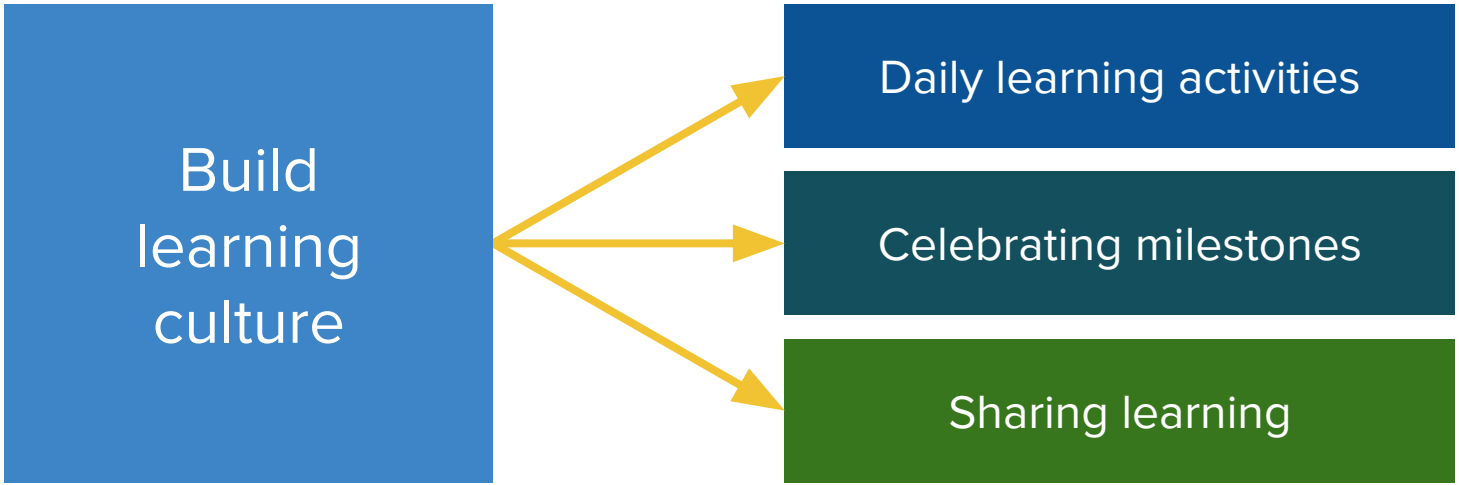

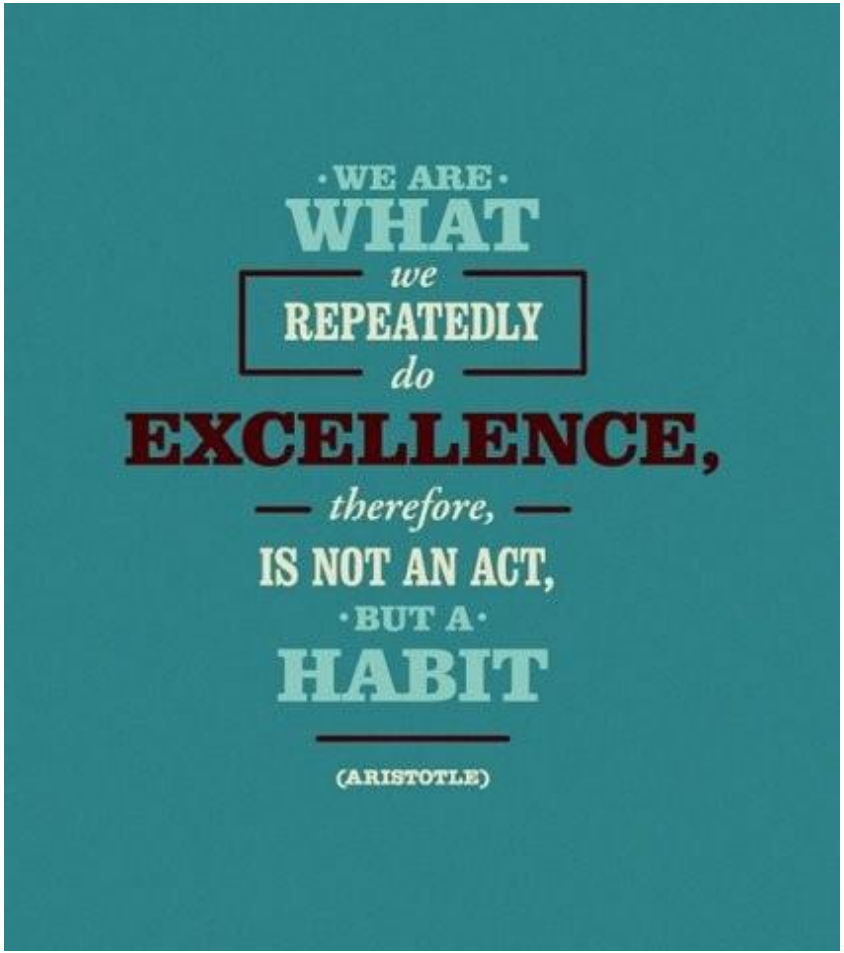
·WE ARE·
WHAT
we
REPEATEDLY
do
EXCELLENCE,
therefore,
IS NOT AN ACT,
·BUT A·
HABIT
(ARISTOTLE)

Search this course Search

Introduction 13m 24s
- Welcome 45s
- What you need to know before starting 38s
- Using the exercise files 47s
- Viewing the finished project 1m 25s
- How Captivate fits into the mobile landscape 9m 49s

1. Mobile Compatibility and Features for Both Types of Projects 1h 12m
- Using the HTML5 Tracker 4m 58s
- Working with the mouse 4m 38s
- Choosing mobile-friendly project dimensions and controls 11m 46s
- Programming custom controls 28m 30s
- Adding gesture support 2m 43s

Course details | Transcript | FAQs | My notes

Watch the Online Video Course Captivate Projects: Mobile and Responsive Design

3h 49m Intermediate CC Oct 27, 2014

Viewers: **2,956** in **84** countries Watching now: **4**

Get techniques for creating and publishing mobile-friendly, interactive Captivate projects in this course with Anastasia McCune. Anastasia shows how to incorporate mobile compatibility into existing projects, adding gesture support and geolocation features while replacing nonresponsive elements with actions and other alternative design elements. Then she demonstrates how to design a responsive mobile project from scratch, using the new project type in Captivate 8, and plays around with the fun new possibilities mobile offers. Finally, learn how to simultaneously publish projects for web, mobile, and LMS destinations.

Topics include:

- Using the HTML5 Tracker
- Choosing mobile-friendly dimensions and controls
- Adding gesture support and geolocation features
- Adding video
- Ensuring mobile compatibility for nonresponsive projects
- Utilizing smart positioning

In Practice

- Build into existing breaks
- Downtimes (Home Depot)

	10 am	11 am	12 pm	1 pm	2 pm
Julia	Circ desk	Circ desk	Lunch + Learning	1:15, Circ desk	Circ desk
Jack	Circ desk	Lunch	Circ desk	Circ desk	Learning, 2-2:15, then Circ desk

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Custom Curriculum Development

- Change instructional framework
- Separate lessons & topics
- Shorter learning modules
- Build in short, quick quizzes and activities

Course Development

1. Identify objectives
2. Decide format and tools
3. Prioritize: 1 objective per lesson
4. Formula: ICE
5. Plan, test, pilot, etc
6. Deliver!

Module Content	Delivery Method	Time
Introduction • Welcome • Explanation about the course • Where to go for help • Up next	Video	5:00
Pre-module quiz/activity	Interactive activity	1:00
IMLS/State definitions of libraries	Video	3:00
Libraries of the Past	Activity	1:00
Libraries Now	Video	5:00
Core Principles	Activity	3:00
Library Activities & Functions	Video	5:00
What Libraries Do Content source: http://www.ilovelibraries.org/what-libraries-do	Activity	3:00
Programs and Services • Highlight unique things • Partnerships	Video	5:00
Final Quiz	Quiz	1:00

Platforms...

- YouTube
- WordPress (Sensei, LearnDash)
- Articulate Storyline 2
- ...?

Customer Service: Lesson 1

Intro:
This is why we're here and why you're taking this lesson

Content:
Include transcript of video

Next

Customer Service: Lesson 1

Quiz

1. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

2. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

3. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

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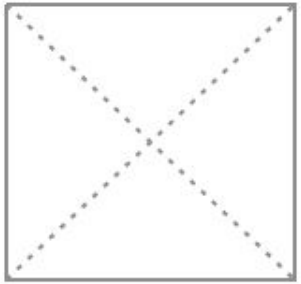

Done!

Lessons

GLASS Patron Profile
Length: 8 minutes Complexity: Easy ✔ Complete

This lesson will help you understand the GLASS Patron Profile in PINES.

Introduction: Toolkit for Adult Readers
Length: 6 minutes Complexity: Easy ✔ Complete

Toolkit for Young Readers
Length: 5 minutes Complexity: Easy ✔ Complete

iOS Accessibility
Length: 8 minutes Complexity: Easy ✔ Complete

Mobilux Digital HD Device
Length: 3 minutes Complexity: Easy ✔ Complete

Magnilink Voice
Length: 5 minutes Complexity: Easy ✔ Complete

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LEARNING CENTER

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GLASS TOOLKIT FOR PUBLIC LIBRARIES

Search

GLASS Toolkit for Public Libraries

✔ Completed View results View Certificate

CONTACT COURSE TEACHER

GEORGIA PUBLIC LIBRARY SERVICE
LEARNING CENTER

CERTIFICATE OF COMPLETION

Julia Huprich has completed the course

GLASS Toolkit for Public Libraries

8th April 2016

GEORGIA PUBLIC LIBRARY SERVICE

1 CEU
(Continuing Education Unit)

Julie Walker
State Librarian

Julia,

Georgia Public Library Service has issued you a digital badge: "Learning Guru". To save it or share it on social and professional networks, click the button below.

Save & Share

Here's what Georgia Public Library Service said:

Congratulations! You have earned the Learning Guru Badge.

Achievements Earned

Ready to Learn

Access for All

Leading the Way

Credly

https://credly.com
Credly

Give credit where credit is due.
Give Credit Now
TOP10
Hall of Fame
training
OPEN ONLINE COURSES
MOOCS & OOCS
CLASS HERO
Honor
Training Magazine recognizes great organizations through its Training 125 program, and winning companies issue badges to employees.
Engage
University of Alaska Fairbanks acknowledges faculty for professional development in a fun yet meaningful way with a growing collection of digital badges.
Empower
Haiku Learning empowers students to unlock and showcase classroom achievements through a powerful integration with their LMS.

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- Archives
- Online Learning and Continuing Education Services
- Educational Media Services
- Research Databases
- Encyclopedias and Reference
- Collections Management
- Research Tips

Regular Library Hours:
Nicholson Library
M-Th 7:30a – 1a; F 7:30a – 6p
Sat 10a – 6p; Sun noon – 1a

Portland Campus
M-Th 8a – 9p; F 8a - 5p
Sat 11a – 5p; Sun 3p – 9p
Between term hours

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Bite Size Tutorials **

Quick How-To videos and screen shots on various topics

*(See also **Educational Technology and Curricular Innovation**)*

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Library Research

Find Books, DVD's, etc in *Linfield Search*.

Find Books via Linfield Search (4:30 min)

Find Academic Articles

Articles via Linfield Search (2:30 min)

Finding academic articles via *Ebsco* or other databases (4:30 min)

Using *EJournals A-Z* to get Full text articles(3:00 min) | transcript

Linfield Home » Arts & Sciences » Linfield Libraries » Bite size Tutorials

Bite Size Tutorials **

Ask Us! Chat

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*(See also **Educational Technology and Curricular Innovation**)*

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Microlearning, or not?

New Employee Orientation/Onboarding

Sexual Harassment Training

Compliance/Safety Training

Training on New Technology/New Process

Library Trends

Customer Service

Leadership

Chat Time...

What other topics could work well for this microlearning model?

Making It Work for You

- Start small
- Evaluate existing learning environment; identify:
  - Learning barriers
  - Existing training opportunities
- Develop a learning culture
- Rely on learning evangelists

Challenges

- Failure to have continuity
- Engagement = key
- Forming a habit
  - Calendar reminders
  - Auto-generated emails
  - Consistent engagement & sharing
  - Recognition of dedication
- Millennials, Boomers...

Chat Time...

Will something like this work for you and your library?

What would your challenges be?

Successful training results in a change in behavior.

Behaviors that get rewarded get repeated.

Questions?

Thanks!

Julia Huprich

Director of Training & Continuing Education
Georgia Public Library Service

jhuprich@georgialibraries.org