

Taking Training Home: Activities for Staff Development

Activities and Links to Resources

<https://goo.gl/oL5zkk>

Games

Who Wants to be a Millionaire Confidentiality game

<https://goo.gl/Zo6uyH>

Reference Interview Jeopardy Game

<https://goo.gl/QLEBA1>

Gale Scavenger Hunt Exercises (Note: not all databases available in Oregon libraries)

<https://support.gale.com/training/browse/>

Tip of the Week

Tip of the Week ideas from LINCC

<https://goo.gl/n6pNbB>

Tech-Talk, a weekly e-newsletter providing technology tips and communications advice distributed on the LIBS-OR email list.

Subscribe to LIBS-OR: <http://listsmart.osl.state.or.us/mailman/listinfo/libs-or>

View Sample issue: <https://goo.gl/Hs749H>

Labs

Create Reader's Advisory Lab

Tell: Tell them they are going to practice doing the readers advisory conversation with a popular title.

Show: Take one of your popular titles and **show** them all the RA tools available in the OPAC-catalog: lists, subject headings, Novelist recommendations, magazine reviews and patron reviews while discussing how you would talk to a library patron about a read alike.

Do: Have the pair up with titles from your popular titles list (holds list or waiting lists) and have them go through the tools available to them in the catalog with their partner in a reader's advisory type of conversation. Then have them switch and do the conversation again.

Review: Ask what was easy? What was a struggle? Show the titles they are describing and help them through the struggle if necessary.

If time have them practice the process again.

Hack This: After a software training or webinar, hold a staff "hack fest" or hands-on playtime in which staff are encouraged to think of the wackiest (and relevant!) questions that might come up and try to solve it with the software. Good for anything from new databases to the latest update in MS Office.

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Intranet as LMS: Do you have access to a learning management system (LMS) like Blackboard or Canvas at your library? Use it for asynchronous staff trainings! No LMS? How about an intranet staff wiki or SharePoint? Dedicate a space to online training materials and create a badge system.

Self-Paced Learning

Library Learning and Creation Center (Colorado State Library)

<https://create.coloradovirtuallibrary.org/>

DigitalLearn (Public Library Association) - computer and internet basics

<https://digitallearn.org/>

ABLE (Idaho Commission for Libraries) - collections, public services, technical services

<http://libraries.idaho.gov/page/able>

Library Learning Online (Idaho Commission for Libraries) - youth services topics

<http://libraries.idaho.gov/page/library-learning-online>

WebJunction - A variety of courses, webinars, and current topics in library service

<https://www.webjunction.org/>

LearningExpress Library (State Library of Oregon) – computer software tutorials and more

<https://librariesoforegon.org> (or local library web site)

Continuing Education Resources (State Library of Oregon)

<http://www.oregon.gov/osl/LD/Pages/resources/conted.aspx>

Staff Meeting Activities

Videos for Staff Discussion

How Not to Give a Reference Interview

<https://youtu.be/kPINSDLd-Wo>

Customer Service Do's and Don'ts

<https://youtu.be/Cmiq6DLCAeY>

Customer First (Columbus Metropolitan Library)

<https://youtu.be/cG4WEKmBRMU>

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Discussion Questions

What does exceptional customer service mean to you?

What are the strategies you use when someone comes to the desk angry?

What is your primary job duty? Now, describe those duties from the perspective of a Library patron. How would they describe what you do?

Describe an interaction you had with a library patron this week. What went well? What would you change, now that you have had time to reflect?

What is the one thing you wish you had been told about working at the library before you started this job?

Small Group Activities

Create an A-Z list of good customer service attributes

A = Active Listening

C = Courtesy

(If can't come up with X or Z, use words with letter in them, like amaZing)

List three things that your library patrons regularly complain about. Pick one to discuss in more detail.

- What are the aspects of the complaint that are out of the library staff's control?
- What could library staff do to make the situation easier for the library patron, even if the problem can't be fixed?

Pick an upcoming event being held at the library. As each group should write a tweet (140 characters) promoting the event. Encourage creativity, brevity, promotion. Share, and then brainstorm hashtags together to help further promote.

Doane, Darryl S. and Rose D. Sloat. 50 activities for Achieving Excellent Customer Service. HRD Press, 2003. <https://downloads.hrdpressonline.com/files/7320080417163054.pdf>

Wormley, Rob. An Epic List of Great Team Building Games, 2016. <https://wheniwork.com/blog/team-building-games/>