

Taking Training Home

Activities for Staff Development

OLA Conference 2018

Your Panel

Arlene Weible

State Library of Oregon

Laural Winter

Multnomah County Library

Kathryn Kohl

Member Services Librarian, Libraries in Clackamas County (LINCC)

This session will cover...

Intro - Why take time for training?

Types of Training and Development Activities

- Games
- Tip of the Week Email
- Labs

Questions and Sharing

Handout

Handout Link - <https://goo.gl/oL5zkk>

Please add your ideas!

Why Training?

- Usually have New Employee Training/Orientation
- We need to “tune up” regularly to meet new challenges



Source: <http://dilbert.com/strip/1997-12-21>

Why Training?

- Commitment to ongoing training requires commitment from *both* supervisor and staff
- Can be hard to find time when busy



Source: <http://m.dmc.tv/dhamma/index.php?action=page&id=11296>

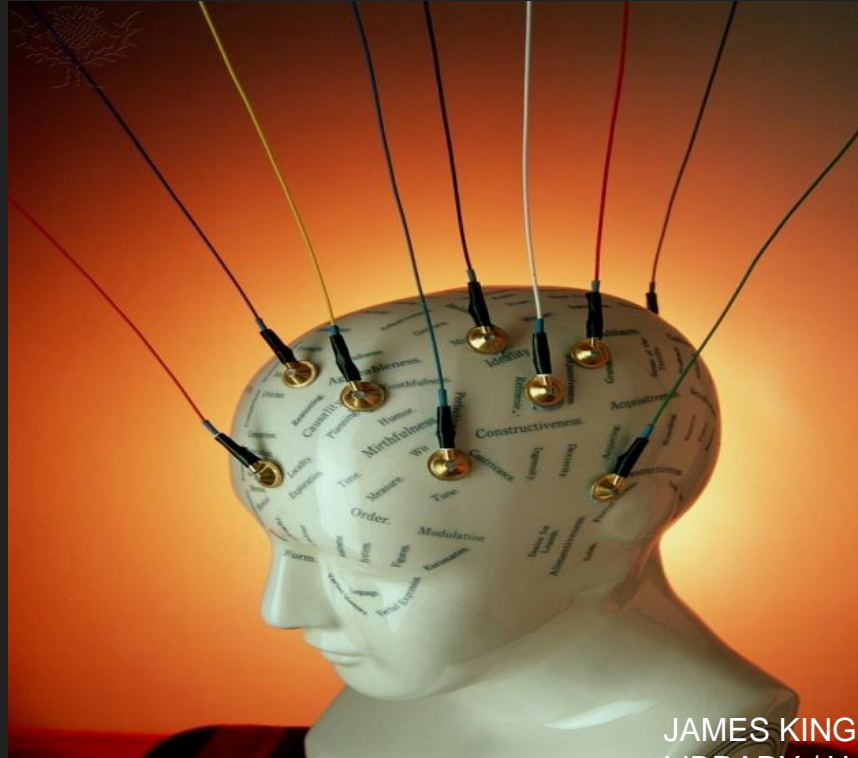
Training Takes Time - But Not Always Time-Consuming

- Formal program not required
- Can be short and fun activities
- Build into meetings or schedules
- Over time, build into staff culture



Source: Human Systems Incorporated
<http://www.humansys.com/portfolio-items/ethics-teamwork-training-in-the-corporate-sector>

Memory: Overcoming the Forgetting Curve



JAMES KING-HOLMES / SCIENCE PHOTO
LIBRARY / Universal Images GroupRights
Managed / For Education Use Only

Games



**Multnomah County Library recognizes that
all library users**

**A. are entitled to privacy of their
library records once they are of
legal age.**

**B. may not be treated equally,
depending on their life
circumstances.**

**C. regardless of age, have a right to
privacy regarding personally
identifiable information, questions
asked, and materials accessed or
borrowed.**

**D. may indicate in their library
account who they authorize to
access their account.**

\$1,000,000

\$500,000

\$250,000

\$125,000

\$64,000

\$32,000

\$16,000

\$8,000

\$4,000

\$2,000

\$1,000

\$500

\$400

\$300

\$200

\$100



Multnomah County Library recognizes that all library users

A. are entitled to privacy of their library records once they are of legal age.

B. may not be treated equally, depending on their life circumstances.

C. regardless of age, have a right to privacy regarding personally identifiable information, questions asked, and materials accessed or borrowed.

D. may indicate in their library account who they authorize to access their account.

\$1,000,000
\$500,000
\$250,000
\$125,000
\$64,000
\$32,000
\$16,000
\$8,000
\$4,000
\$2,000
\$1,000
\$500
\$400
\$300
\$200
\$100

Welcome to...

Tell me more! The reference
interview game show!

Created by Matt Stefanik, Ross

Betzer and Laural Winter

“Are you busy?”

How can you appear
approachable to patrons?
Name the top 5 tips!

“Are you busy?”

- Eye contact
- Hands off the mouse
- Scan the room
- Move, go mobile
- Wear your badge where they can see it

Hmmm...
interesting...

Daily double!

A child approaches you at
the desk, how can you
adapt to best help them?

Thinking about a Learning Culture

Wanting training to be...

- Fun
- Quick
- Useful
- Normal

Tip of the Week emails



Tue 9/13/2016 1:19 PM

Kathryn Kohl <kkohl@lincc.org>

Tuesday TIP OF THE WEEK: WorldBook Online is Awesome!

To All Staff

 This message has been replied to or forwarded.



Trying to help a child find information on a topic and you don't have a book about it on the shelf?

Check out [WorldBook Online](#)! There are several different options for searching, but try out the "Kids" or "Student" search to find things for your younger patrons. WorldBook Online is just like the printed encyclopedia, and there are even citations at the end of each article which kids can use in their school assignments. Check out this article about [telescopes](#) (this article should open if you are in a LINCC library)!

Tip brought to you by your colleagues at LINCC Library Services (Network) and the Adult Services Committee.

Want to learn more? Check with me about related training options.

Have feedback/suggestions regarding the TIP OF THE WEEK? please complete this [brief online survey](#)

Want to find this TIP later? Check out the TIP OF THE WEEK tag in newsLINCC to find this tip (and others as the weeks go by). To find this tag look at the tags on the right side of the newsLINCC page, and scroll down to the bottom to click on "More" to see the full list of tags.

You can create tips about so many things...

- Library resources
- Something new
- Catalog tips
- Website resources
- Using eBook services

And much, much more!

Things I've learned...

- Not all staff have email.
- Library staff have great ideas for more tips.
- You get known for sending them out.
- It's hard to be brief.
- It's one of my favorite parts of the week.

Labs



Jeffrey Greenberg / Photo Researchers /
Universal Images Group
Rights Managed / For Education Use Only

Searching Library Resources Labs

Catalog Practice Questions--

1. I'm looking for picture books of princess stories.
2. Can you help me find bilingual Chinese books for children?
3. How do I look for audiobooks? I like Haruki Murakami.

Readers' Advisory Labs



- Patron
- Think Yes
- Tools
- Holds List

Questions and Sharing

State Library of Oregon:

Arlene Weible, Electronic Services Consultant, arlene.weible@state.or.us, (503) 378-5020

Multnomah County Library (MCL):

Laural Winter, Information Services Staff Training Librarian, lauralw@multco.us, (503) 988-4893

Libraries in Clackamas County (LINCC):

Kathryn Kohl, Member Services Librarian, kkohl@lincc.org, (503) 723-4915