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# Training for the Future

— Equipping Staff for the Challenges to Come —

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# Introduction - Who we are



**Tracey Letmate**  
Training & Development Manager  
**Amy Honisett**  
Staff Development Librarian  
**Laural Winter**  
Info Services Training Librarian



**Kathryn Kohl**  
Member Services Librarian



**Darci Hanning**  
Technology Development  
Consultant



**Blake Kincaid**  
Staff Development Coordinator



**Lisa Tattersall**  
Interim Manager

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Thank you everyone for coming to our session: Training for the future: Equipping staff for the challenges to come. This session is an informative exploration of how multiple library systems have joined together to share ideas for staff development. I'm Tracey Letmate, Training and Development Manager at Multnomah County Library and your moderator for the session. Joining me today are:

- Amy Honisett, Staff Development Librarian at Multnomah County Library
- Laural Winter, Information Services Training Librarian at Multnomah County Library
- Kathryn Kohl, Member Services Librarian at Libraries in Clackamas County
- Darci Hanning, Technology Development Consultant at State Library of Oregon.
- Blake Kincaid, Staff Development Coordinator at Fort Vancouver Regional Library District
- Lisa Tattersall, Program Supervisor for Collections and Adult Services at Washington County Cooperative Library Services (should we say she is interim director?)

## Introduction - Why we are here

- ★ **Kathryn:** Overview of Awesome Trainers Group
- ★ **Panel:** How we've worked together to develop technology training for staff
- ★ **Blake:** Fun learning exercise
- ★ **Panel:** Audience vote on next panel topic
- ★ **All:** Special invitation!

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Here's the breakdown for our session today. Kathryn will provide a quick overview of the Awesome Trainer Group. We will then share how we have built on each others ideas to improve technology training for our staff. Afterwards, we have a fun learning exercise, and then we will present another topic (based on audience vote) that will show another example of how we build training that equips our staff with the challenges faced in our library today. At the end, Darci will present some information about the things to come from the state library, and we have a special invitation for you!

Now I'll turn it over to Kathryn.

# The Awesome Trainers Group

Once upon a time...

# AWESOME!!

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Kathryn:

Once upon a time, back in January of 2015, A training and projects librarian at Washington County (WCCLS), Crystal Trice, had a great idea to get together with her training counterparts at other library systems in the area. Based on that nugget of an idea, the Awesome Trainers Group was formed, and our first meeting was in March of 2015 with representatives from Washington County, Multnomah County, Fort Vancouver Regional Library District (in Washington) and the Libraries in Clackamas County (LINCC). Initially we didn't know if these meetings would be useful or not, and whether our managers would support us in taking pretty substantial chunks of time (half a day usually) every few months to get together, but pretty much instantly we recognized the value in sharing and supporting each other. For a couple of us... we are the only one coordinating system wide training in our systems, and the chance to learn from peers and share successes and failures is invaluable.

Since our first meeting we've been meeting pretty much quarterly ever since (for about three hours each time, and the meeting often ends with us going to lunch to talk more), and I think I can speak for my colleagues and myself when I say that we all find it a very valuable method for feeling supported in our jobs. You might have heard of the term "imposter syndrome" - that persistent fear that you're going to be exposed as a fraud - that's something we, and maybe some of you feel if you're trying to teach something that you aren't an expert in. Our meetings are trainer therapy to help us not feel like imposters - which is great - but they are also FOUNTAINS of great ideas, and we're librarians, we love to share (ideas, lesson plans, handouts, you name it).

It also helps, we think, to have AWESOME in our group name, It boosts us up when we're feeling stretched thin or challenged, and it frankly makes me smile every time I see the name, or get an email from one of the members. *<I swear this is the only time you'll see something spin in this presentation>*

Since we have found our group to be so successful we wanted to share with you some examples of the ways we have shared and grown as trainers over the past three years, with the thought that you might want to form a similar group in the area of Oregon where you work OR that we might want to try a version of this at the state-wide level, with perhaps a roundtable or something similar.

For the rest of our time together we are going to share a couple examples of training we have all done which has been definitely enhanced by the power of the group brain, and we'll do a fun and easy activity to get you moving/thinking/laughing (we hope!) - with some time built in for questions.

- leading into the first example of Technology Training

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# Technology Training

— Sharing an idea... —

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**Kathryn:** Intro: Here's an example of how we have worked together to learn from others experiences, successes and failures to develop training that works for our staff.

We will start with the work that Amy Honisett from Multnomah County Library shared with the Awesome Trainers Group

# Multnomah County's research

## Digital problem solving - how do people solve problems online?

- Built in impasses helped us measure problem solving skills
- Scaffolding helps problem-solvers overcome impasses

## But I was discouraged!

Awesome Trainers supported my work by

- Asking questions and discussing the process/results
- Helping me see the research from other perspectives

This group came to my conference presentations, asked me about my work at meetings and were generally interested. Because of their distance from the work, they were able to see ways that the research could be useful, not only in the ways me and the research team had hoped, but also in other ways! This was incredibly helpful to me, enabling me to see the work in a new way, as well as helping me avoid losing hope.

## Fort Vancouver's Approach

We launched eBooks in 2012

- Train a trainer for each location
- Procedural handouts for common situations
- Training delivery inconsistent
- Handouts hard to update
- Feedback: More still needed



Post-launch we had “train the trainer” sessions. The training was full of specific examples with procedural solutions. Handouts were created with procedures to follow for common situations. The newly trained trainers returned to their home locations to share the training.

Results: Trainers delivered the training inconsistently across locations. Procedural handouts were out-of-date immediately. The effort of updating them was quickly abandoned. Feedback from staff was very negative.



## Fort Vancouver's Approach

Kathryn was at FVRL in 2014 and helped with a fresh approach:

- 2 hour eDevice training sessions for all branch staff
- Microwave analogy / Petting zoo
- Procedural training for one service
- Feedback: Better, but more still needed



Kathryn had device training already developed for working with the public.

The microwave analogy was the radical element: encourage the problem-solving mindset!

Petting zoo and procedural elements included based on expectations from staff and administrators.

Feedback: Staff were grateful that training was provided, but wanted more. Something new was needed.

## Fort Vancouver's Approach

In 2016 we purchased 30 tablets:

- Online training modules
- Self-directed / Challenge format
- Very labor-intensive to implement and manage
- Feedback: Good, but more still needed



30 tablets part of a pilot program to test their use for public service. I took the opportunity to use the new tablets for our next eDevices training plan.

Awesome trainers had been talking about the “challenge” format as well as the “micro-training” concept.

I created modules online for staff to use to challenge themselves in various ways with the tablets.

Feedback: Staff loved the hands-on element, but still indicated that something more was needed.

## Fort Vancouver's Approach

Awesome Trainers provide a new approach:

- PIAAC = Impasse
- Developed a new training / Present to Admin
- Difficult sell w/o procedural element
- Awesome Trainers = Support for new approach
- Feedback: AWESOME!!



Amy presented to the Awesome Trainers about a PIAAC initiative that used a concept called “impasse” to identify problem-solving ability. The “impasse” concept sounded like the missing piece we needed for the next training at FVRL. I took the idea to our Reference Services Coordinator and she and her staff ran with it. We have devices with “broken” elements and scenarios that go with them. The feedback is very positive, we seem to have found the missing element!

## Fort Vancouver's DATA

- "I feel prepared to help patrons with their technology questions."
- Scale of **0-5**
- For every employee who did not self-rate as a 5 before training:
- **0.98** point increase after training

Amy presented to the Awesome Trainers about a PIAAC initiative that used a concept called "impasse" to identify problem-solving ability. The "impasse" concept sounded like the missing piece we needed for the next training at FVRL. I took the idea to our Reference Services Coordinator and she and her staff ran with it. We have devices with "broken" elements and scenarios that go with them. The feedback is very positive, we seem to have found the missing element!

# Clackamas County's approach

What I learned from my peers...

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Kathryn's slide:

Thank you, Blake - I too have learned a lot from this group, and have been heavily influenced by the work done at Multnomah County. I realized that I...

## Clackamas County's approach

Wanted less of this...



Photo by Mikael Kristenson: <https://unsplash.com/photos/3aVWVP-7bo8>

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Kathryn's slide

I realized I was talking AT people too much, which while sometimes necessary, often isn't, and especially if you have supportive peers, you can come up with new and creative ways to do things...

# Clackamas County's approach

And more of this!



Photo by HuesofDelahaye Delahaye: : <https://unsplash.com/photos/OPqW4m15y4>

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Kathryn's slide

Doesn't everyone want learning to be like a party with a ferris wheel in the background! I know I do. We haven't got there yet, but I've been trying things to make the learning process more fun and easy.... With built in impasses/challenges but with a spirit of fun.

## Clackamas County's approach

What we've done so far...

- More self-directed learning
- Four weeks of eBook challenges for staff (through email).

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### Kathryn's slide

Less of me talking, and more providing a framework and some guidance to let people learn on their own - SELF-DIRECTED learning. Still a work in progress, but right now we are running another training experiment, playing off the idea of wanting to encourage more self-directed learning AND learning from something Washington County did (*which Lisa will tell you about in a minute*) where we're offering four weeks of Cloud Library (one of our eBook platforms) training in the form of weekly emailed challenges. Sending out a simple task, every week, to try to build comfort and confidence in using this tool.

We have a situation, which you might face too, where some of our libraries only had one or maybe two people who feel comfortable using eBook services, and so all the staff rely on that person, or those two people, and that is not providing the best customer service for our patrons, and it is putting an undue burden on staff. Imagine if every time someone asked if you have a new books section most staff had to go get help from the one staff member who knows where it is. I suspect you understand... anyway... we wanted to shift that reality, and help staff develop enough comfort with eBooks that they wouldn't hide behind the desk.

Here's some of the feedback I've had so far about this approach...



# Clackamas County's approach

Staff feedback:

*This challenge idea is such a good one! I love that each challenge is quick.*

*It was good to learn how to duke it out with the Kindle.*

*Fun way to get trainings!*

*Cool idea* 💡

*This was good, real-world practice*

Kathryn's slide

CLICK THROUGH THE ANIMATION

## Clackamas County's approach

The best thing I've heard so far...

*"Walking past the circulation desk and seeing two staff (who normally would have called me or our librarian) doing a great job helping a patron download the CloudLibrary app! I stood for a moment to see if they needed help, but they gave me a thumbs up and said, "We've got this"! How awesome is THAT? "*

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Kathryn's slide

And it even has the word AWESOME in it (unprompted, I swear).

# Washington County's approach

## OverDrive Challenge Participant Survey

June 2017

### Challenge Participation at a Glance

- Six challenges - once per week
- 60 staff finished all six challenges
- Weekly challenge participation ranged from 89 to 138 staff people

### What did you like best about learning new things using the Challenge format?

61%	Knowing I would be reminded to learn something about our digital library on a regular basis
19%	Having the permission from my supervisor to take some time to learn about our digital library
13%	Hearing what other library staff thought about the weekly challenges in the comments
7%	Other

"I think over all this is a really great way to encourage us to learn more about certain features the library offers. As a sub/on call I don't always have the number of interactions recently to have this knowledge. This provided a simulation for me that I can carry over to future shifts."

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Lisa:

# Questions?

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Thanks everyone! Now I'm going to open this session up for questions. What questions do you have for any of our panelists? Are you curious about how they've approached certain technology training that your library is struggling with?

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# Activity Time!

— Getting moving helps people learn —

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Now, as mentioned earlier, we wouldn't be doing a very good job modeling how to provide the best training possible if we have you sit and listen for the whole session. I'm going to turn this over now to Blake who had prepared an activity for us.

## At work, is it OK to have fun?

- Often confused with a different question:
- Can I not work and get paid?
- They are not the same question
- Training that is fun is more effective, so “having fun” in a training context is actually a better use of taxpayer funds than a boring training

## Never Have I Ever. . .

- Been to a training
- Been to a training where I learned something
- Met a new friend at a training
- Been to a training with good food
- Learned anything by doing “role playing” (and I hate role playing!)
- Been embarrassed in front of a group at a training
- Nodded off during a boring training
- Attended a training where I didn’t learn anything that I did not already know
- Felt sorry for a presenter who was just terrible
- Had to present another person’s training material
- Had to come up with a “plan B” on the fly because the class wasn’t going as planned
- Dealt with disruptive participants
- Had a technology fail and had to “wing” it
- Had to call 911 during a training due to medical/fire/police emergency

## Never Have I Ever. . .

- Thought my library system could benefit from more training
- Wished that my library system had time for more training
- Wanted better/more customer service training for myself or my colleagues
- Wanted better/more supervisor/management training for myself or my colleagues
- Wanted better/more technology training for myself or my colleagues
- Worried about how I or my staff will adjust for changes in society
- Wished that circus clowns could visit my library to train my staff to juggle



## Small Group Work

- Group conversations = great tool for interacting with topic.
- “Gamification” = Make it a game = FUN
- Clear instructions
- Assignment with accountability
- Enough time

Blake's slide

## Small Group Work #1: Needs for the future

- Turn to the people in front or behind you
- Break into groups of 2-4 people
- Pick someone to report out
- Share: Top training needs to prepare library staff for the future
- Everyone gets a turn to share from the perspective of their library system
- Group agrees on a top three for reporting out

## Table Work #2: Successful strategies

- Work with your same groups
- Pick someone to report out
- Share: Most effective training your library system has undertaken
- Share: What made it successful
- Everyone gets a turn to share from the perspective of their library system
- Reporter: Super quick topic + why successful

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# Your Chance to Choose

— What do you want to hear about? —

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Tracey: Now that you've heard one example that relates to the work all libraries are involved with, let's focus on another one.

We have so many great examples of how we've worked together to build off of ideas, we couldn't pick just one; so we've provided 3 different topics and we will present, based off of group vote.

## Let us know what you'd like to hear about next

1. [Needs assessment and analytics](#)
2. [In-service days, staff days, and retreats](#)
3. [Safety, security, person in charge](#)

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The three to choose from are: Needs assessment and analytics (learn about how these panelists have used needs assessments to better define training at their libraries); In-service days, staff days, and retreats (learn about how different libraries set aside time with staff to focus on pressing topics); or Safety, security, person in charge (learn about all the different ways that safety and security training is provided to staff at the panelists' libraries).

Take a look at these three topics and think about the one that is most relevant for you today. In a moment, I'm going to ask you all to raise your hand and choose ONLY ONE topic for us to present. (I know that picking one may be really hard).

<Pause for the count of 10.>

When I read off the topic, raise your hand to vote if that's the topic you want to hear about.

Topic 1: Needs assessment and analytics

Topic 2: In-service days, staff days, and retreats

Topic 3: Safety, security, person in charge

<announce winner and click on link>

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# Needs Assessment & Analytics

— Priorities & resources —

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How many times have you been told that a problem needs to be solved by a “training”? A good needs assessment activity will not only help you better understand what the needs are but can also help uncover other issues that can’t be solved with training alone. We will hear from our panelists about many different forms of needs assessment and how this has helped them better address the real training needs for their library. We will start out with Amy Honisett from Multnomah County.

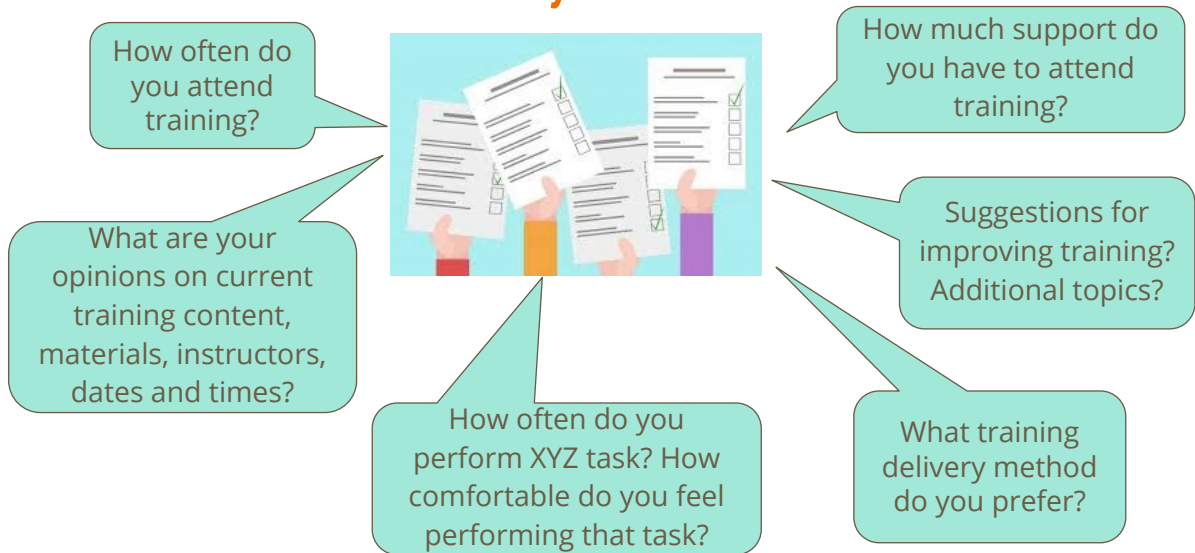
## Needs Assessment and Analytics - MCL

MCL had only previously asked information services staff:

***What do you want to learn more about?***

- 2015 - WCCLS shared results of Staff Training needs assessment with Awesome Trainers Group
- 2016 - MCL thought that was **AWESOME** and conducted a similar needs assessment

## Needs Assessment and Analytics - MCL



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The needs assessment was just over 40 questions and asked a variety of likert scale and open ended questions to evaluate what staff thought of the current training and what they wanted in the future.



## What we learned:

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What we learned:

- Generally, staff liked the training that was already being provided
- They preferred face-to-face instruction over online learning
- Staff wanted better support from their managers and the organization for professional development and growth
- Self-reported competency levels were lower in technology, youth topics, safety and security and programming and outreach

In the quote bubble are some of the responses we got when we asked: What questions come up from patrons that they need to get help with

In the beaker are the suggestions for future continuing education topics

## Needs Assessment and Analytics - MCL

What we did with this information:

- Revamped all new training for library assistants and librarians
- Eliminated courses that were no longer relevant or didn't improve skills
- Used the topic ideas to refresh our monthly info services meetings
- Created more labs for people to get hands on practice

For two years, we've been using the results of our needs assessment to make changes to the training for information services staff.

## 2014 Needs Assessment - FVRL

Information gathered from different stakeholders:

- Legal, Budgetary, Admin priorities (meetings)
- Department goals (meetings)
- Current practices (management meetings)
- Survey of trainers (all supervisors)
- Survey of all employees - Individual needs
- Training Committee - Both unions represented

## 2014 Needs Assessment - FVRL

Results prioritized into five parallel tracks:

- Organizational
- Legal
- Departmental
- Providers (supervisor/trainers)
- Employees

## 2014 Needs Assessment - FVRL

Needs Assessment provided a framework for developing a work plan that addressed needs from every stakeholder category.

It was a great communication tool

Everyone could see that there was a lot to do

Everyone could see that their needs were included and that resources were being distributed fairly

## Analytics - FVRL

2016 FVRL Switched Email to Gmail / Google G-Suite

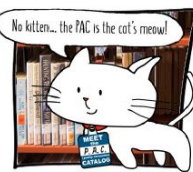
- One Google Sheet with employee data
- One Google Sheet with training data
- Clever scripting to pull data from both sources
- Data shared through intranet
- Data sorted by date / topic / format
- Distribution of training opportunities easily analyzed

# Needs Assessment and Analytics - WCCLS

## MEET the P.A.C.: (pretty awesome) CATALOG

**8** tips about the Library catalog  
March 11—June 6, 2016

*"It was handy to focus on one thing each week/e-mail, that made it easier to digest the info."*



Weekly email sent to **500+** staff

**36** responses & questions from staff

**19** staff surveys completed

**100%** report learning something new

**83%** report more comfortable in PAC

*"I appreciate these fun messages from you, and our training committee has been demonstrating them at our all-staff meetings as a way of reinforcing what you have highlighted."*

**346** Extranet pageviews

**58** printable PDFs downloaded

**274** pageviews year after series; still useful for staff training

*"Having this will make my training so much easier (not to mention cute and fun)."*

**44%** higher MobilePAC usage in month following new Text it feature, and use continued to be higher



**951** individual News & Events post views

**4,141** wccls.org home pageslide clicks



**5** average Social Media engagement (retweets, replies, likes, comments)



During this timeframe, average WCCLS post engagement for Twitter was 5.41. For Facebook, it was 28.

**90%** higher Availability limiter usage in the 8 weeks following Limiters installment

*"Great series! Love that it has been packaged in a way that is easy for us to share with patrons."*

**+** **Bite-sized is better!**  
The PAC Revealed PDF tutorial was downloaded only **9** times in 2016.

Lisa:

- We used analytics to evaluate the effectiveness of a Meet the P.A.C. (pretty awesome catalog) campaign, consisting of 8 bite-sized snippets about PAC features.
- In addition to a staff survey, we looked at things like page views, downloads, and clicks.
- However, we were most pleased to see upticks in catalog feature use as a result of the campaign, such as 90% higher use of the availability limiter, or 44% higher use of the MobilePAC.
- Seeing measurable changes in the analytics let us know that we were successful with this micro-training.

## Needs Assessment and Analytics - LINCC

- INFORMAL... but POWERFUL.
- Importance of **TRUST** and declaring INTENT.
- EVALUATION and MODIFICATIONS.

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### Kathryn's slide

Thank you, Blake - I have a little bit of a different situation. At the Libraries in Clackamas County we have not yet conducted a formal needs assessment, and while we will likely do that in the future, I wanted to share what we I have done to figure out what our libraries need.

My system is INFORMAL, but I would argue, POWERFUL. I am an active member of all seven of our district wide committees, and I attend all their meetings. As committee liaison I help to keep communication flowing between the committees and help facilitate their work. That already is powerful, but another benefit is getting to know all the committee members (each committee has different representatives from each library). I've been with my system for over three years now and I know and trust the committee members and they know and trust me. That goes a long way for figuring out what their needs are, and using that information to help develop training. While I often don't have enough time to implement everything we would like to implement I feel like I am starting with a very solid foundation on which to build, and I know a lot of people who I can pull from to be potential trainers.

As for analytics, I do survey staff after most of my training sessions, and that gives me useful information for the next time I train, but I also know that my colleagues don't seem to be afraid to ask me to make changes to things because they know me and know I won't take the feedback personally, and that I want the best for them and their staff.



# Questions?

[More information!](#)

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Thank you to everyone who provided examples of the how needs assessment has helped them better define training for their staff. Now we are going to open this up for questions. What questions do you have for the panelists, based on what you just heard? Do you have a particularly difficult training situation that you'd like to get some feedback on from these panelists?

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# In-service, staff days, retreats

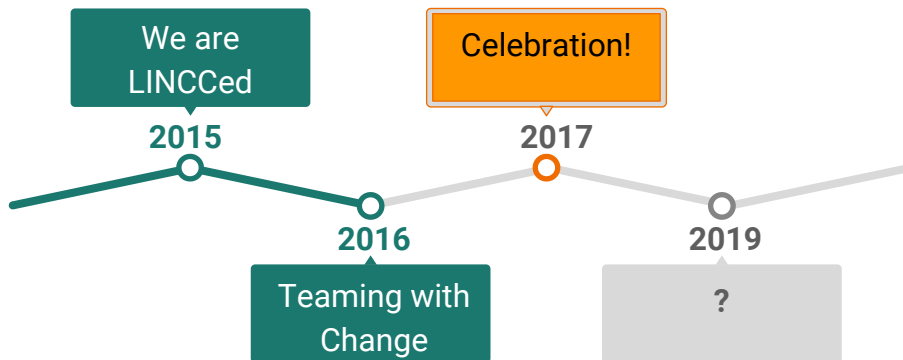
— What we do —

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In any organization, adapting to the changes happening can be really difficult without dedicated time to focus on the changes and impacts. In this discussion, you will hear about how each panelist's library has set aside time to address various issues, with groups from 6 to 600! We will start off with Kathryn from Libraries in Clackamas County.

## All Staff Days - LINCC



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In Clackamas County we have had three ALL STAFF DAYS in the past three years. We get about 200 people in a room for an all day, or half-day event, usually with a theme for the day, and with the goal that our staff have a chance to learn something with their peers from other libraries (people they may or may not ever see normally).

In 2015 and 2016 we rented space at a local Community College, and offered sort of a conference style format - sessions and opportunities to move around and mingle. We had themes for those two - related to our focus for the day (Teaming with Change was related to preparing to implement RFID technology). In 2017 we had a half-day All Staff Day where we celebrated a successful implementation of RFID and brought in speakers to talk about our County. Our venue last year was a banquet hall over a local historical museum, and it was wonderful to give staff the chance to visit the museum. Our challenge last year was that we didn't have a theme - other than celebration, and staff were confused as to why were teaching them about the County in which they work.

While we, in the event planning group (a subcommittee of our library system's Innovation and Marketing committee), knew why we were doing it (so staff would be more informed about the area in which they work, and the Directors knew, unfortunately that message didn't make it through to all staff.

Going forward we know we need to have an explicit theme for the day. The plan is that we are going to try hosting these events every other year, for a full day, with the off years being in-service trainings at each library. We will likely go back to a conference style event, with a clear theme.

## In-service days, staff days, retreats - MCL

**All staff retreats:** Every few years, MCL has closed down a full day to bring staff together to focus on a current topic.



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**All staff retreats:** Every few years, MCL has closed down a full day to bring staff together to focus on a current topic. It's challenging to coordinate these events for 600+ staff (finding space, designating a budget, making everyone happy, etc.)

In 2008, the theme was **Meet. Connect. Celebrate.** The focus was on Library 2.0 and new technologies. Keynote speakers were brought in from outside MCL and many of the breakout sessions were staff-led.

In 2013 the theme was **Future Forward** with a focus on library of the 21st century. Like in 2008, keynote speakers were brought in and many of the breakout sessions were staff-led.

In 2016 the theme was **Diversity, Equity and Inclusion in Libraries.** We met at the Oregon Convention Center and had all external speakers who focused on a wide variety of issues.

In 2019, we are planning another in-service day. We haven't selected the theme yet, and we are thinking about different ways to gather staff together that will minimize the impact to patrons.

## In-service days, staff days, retreats - MCL

**Retreats** for workgroups experiencing change

- Dedicated time to reset expectations, get to know each other, and do some strategic / action work
- Usually a full day, off site
- Planned and usually facilitated in-house

### Sample Topics

- Team building
- Setting expectations
- Value setting
- DiSC behavioral profiles
- Action planning
- Visioning
- Transitions discussions
- Community partners

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### **Workgroup/Staff retreats:**

In addition to organization-wide staff events, we also conduct workgroup retreats. These usually happens any time we have a major change at a location that requires dedicated time to discuss and process the events. We set aside time with the staff to reset the expectations, get to know each other, and do some strategic / action work. These retreats are planned and oftentimes facilitated by members of the MCL Learning + Organizational Development team. We may do things like team building and communication, setting expectations, values setting, DISC behavioral profiles, action planning and visioning, transitions discussions, and bringing in community partners or specialty presenters.

## All Staff Day - FVRL

- Annual
- Optional attendance
- Staff driven and staff run
- Budget includes money for external trainers, speakers, and food




Blake's slide

## All Staff Day - FVRL

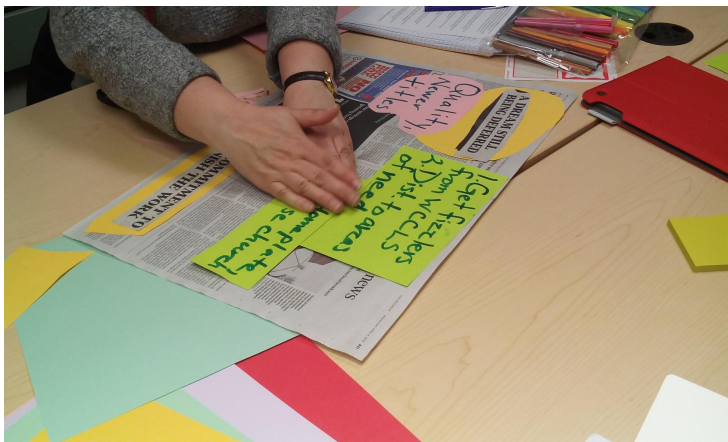
- Three explicit goals:
  - **Team Building** (*get to know your coworkers*)
  - **Organizational Awareness** (*get to know your organization*)
  - **Training & Development** (*get to know stuff*)

## In-service days, staff days, retreats - WCCLS

Javier		
Generation	Millennial	
Work & Family	Drives for Uber and Lyft, plus works a retail job; lives with his parents right now	
Internet access	Smartphone only	
Social media	Follows the library on Twitter, but mostly uses Snapchat with his friends	
Library use	Javier listens to business audiobooks on his smartphone while he's at the gym - he wants to go to business school in the next few years.	
	Javier used to check out DVDs from the library, but now he watches Netflix and Hulu instead. Library hours didn't fit with his work schedule and he was paying too much in overdue fines.	

### Discussion Questions

1. How do we communicate with Javier and serve him where he is?
2. What are the barriers to serving Javier effectively as a digital patron? How can we address those barriers?
3. What are some new services that we could offer Javier as a digital patron?



Lisa:

- Digital Patron training...
- A few weeks ago, the Adult Services Committee hosted a half-day training on Design Thinking for 30 member library staff. Design thinking is a method for solving thorny issues or innovating.
- The training correlated with work the group had been doing about patrons experiencing homelessness.
- Staff prototyped ideas that would work in their own libraries and communities, like depositing popular fiction collections at food banks and shelters, with information about the library tucked inside.



# Questions?

[More information!](#)

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Thank you to everyone who provided examples of retreats and in-service days for your staff. What questions do you have for the panelists, based on what you just heard? Are you curious about the process they used or how staff are involved? Are there topics you want to hear more about that these libraries have focused on with their staff?

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# Safety, security, person-in-charge

What we do

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## PIC - FVRL

- Supervisors at branches train employees
- Online questionnaire
- Employee: yes/no
  - I understand xyp or I need to know more
- Supervisor: yes/no
  - I think employee is ready to be PIC at my branch
- “You already know the work, you just need to make sure it gets done”
- “You are not the supervisor, work with the team to solve problems”

## Safety - FVRL

- New for 2018: Monthly Safety Topic
- Designed by representative committee
- Resources provided on our intranet
- Monthly branch/department meetings
- Training designed to take 30 minutes on average
- New employees get more in-depth training
- Staff meeting training considered a “refresh”

## Safety, security, person-in-charge - MCL

### Person in Charge training:

- Expand 4 hour training to 2.5 days
  - Built in more activities, discussions and role-playing to give people time to practice in safe space
- **Day 1: PIC Basics**
    - What it means to be a person in charge
    - Staff supervision and customer service
    - Behavior rules and exclusion lengths
  - **Day 2: Situation Management**
    - Facilities issues
    - Responding to emergencies and accidents
    - Documentation of incident
  - **Day 3: Putting it all together - practice, practice, practice**

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**The Person in Charge training** was originally 4 hours long. We completely changed the format of the training to 2.5 days to allow more time for in-depth exploration of what it meant to be a person in charge. We included the following content:

- Definition of what it means to be a person in charge
- Supervisory and customer service expectations
- Full review of behavior rules and exclusion lengths, with activities to support the learning
- Facilities issues and how to respond
- Emergencies and accidents; what to do
- Other PIC-related issues that happen (animals in the library, how to handle patrons viewing materials that create a hostile environment for others, petitioners, etc.)
- Correct procedures for documenting reports
- And ... practice, practice, practice (practice waking a sleeping patron, practice addressing noise issues, practice giving patron resources to assist with odor issues, practice with patrons who exhibit mental health issues, etc.) Role playing gives people a safe space to get used to using these skills.

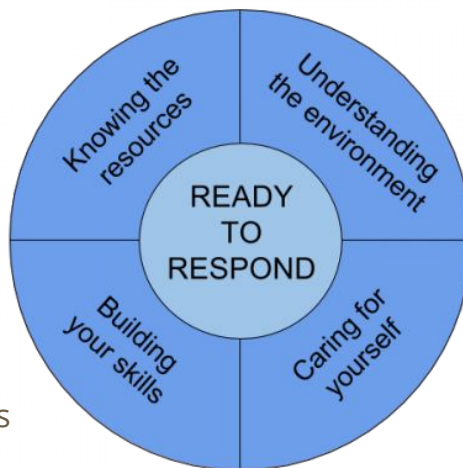
## Safety, security, person-in-charge - MCL

### Ready to Respond program:

Identified need for more staff support due to increased issues at the library

- Resiliency
- Self-care
- Education on resources for patrons

Developed intranet site to house resources



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### The Ready to Respond program:

We identified a need from many staff who were dealing with continued safety issues, security concerns, patrons exhibiting mental health and homelessness issues, children who use the library as after-school care, etc. They needed to be able to help these patrons, but they were also at risk for burnout. We needed to provide a centralized repository of all the ways they could get help including classes, webinars, books, EAP programs, etc. and are divided up into four key areas: Knowing the resources, Understanding the environment, Building your skills and Caring for yourself.

## Safety, security, person-in-charge - LINCC/WCCLS

Talk about how I know where to go when we are ready for this type of training.

# Questions?

[More information!](#)

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Thank you to everyone who provided examples of safety and security training at your libraries. What questions do you have for the panelists, based on what you just heard? Are there particular strategies that were mentioned that you want to know more about? Are there specific issues that staff at your library face that you'd like to get the panelists thoughts on?



## Information about Staff Training Roundtable

- *Are you interested in the topics we talked about today?*
  - All it takes is 25 signatures from OLA members to show interest in creating a round table.
  - Sign the petition or send an email if you don't have time. Our contact info is on the back of the flyer.
  - Together, we can broaden our sharing network across the state of Oregon.
- **Don't miss the session tomorrow at 11:00 am: Taking Training Home: Activities for Staff Development**

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The Awesome Trainers Group is really interested in seeing this opportunity expand! We love our local meetings and discussions, but feel that everyone in Oregon could benefit from having a similar group to share with. We'd like to extend a special invitation to you to help create a new Staff Training Roundtable at OLA. This will be an opportunity to learn and share with others across the state. If you are an OLA member, you can help! In the back of the room, Laural and some of our panelists, will be collecting signatures to petition OLA to start a roundtable. We only need 25 signatures! If you are interesting in seeing a roundtable, focused on staff training, add your name to the list on your way out the door or email any one of us if you don't have time to sign today.

Also, don't forget to check out the session tomorrow called: Taking Training Home: Activities for Staff Development. It will be happening at 11am.

## Thank you for joining us today!

### **Fort Vancouver Regional Library District (FVRL):**

Blake Kincaid, Staff Development Coordinator, [bkincaid@fvrl.org](mailto:bkincaid@fvrl.org), (360) 906-5074

### **Libraries in Clackamas County (LINCC):**

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

### **Multnomah County Library (MCL):**

Amy Honisett, Staff Development Librarian, [amyh@multcolib.org](mailto:amyh@multcolib.org), (503) 988-9701

Tracey Letmate, Training & Development Manager, [traceyl@multcolib.org](mailto:traceyl@multcolib.org), (503) 988-9324

Laural Winter, Information Services Staff Training Librarian, [lauralw@multcolib.org](mailto:lauralw@multcolib.org), (503) 988-4893

### **State Library of Oregon:**

Darci Hanning, Technology Development Consultant, [darci.hanning@state.or.us](mailto:darci.hanning@state.or.us), (503) 378-2527

### **Washington County Cooperative Library Services (WCCLS):**

Lisa Tattersall, Interim Manager, [lisat@wccls.org](mailto:lisat@wccls.org), (503) 846-3271

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Tracey: If you heard anything you want to learn more about today, please feel free to reach out to any of us directly. We are always happy to share our resources and can even consult with you and your teams!

Please don't forget to sign the petition if you'd like to see an OLA Awesome Trainers Group (AKA Staff Training Round Table). Also, if you enjoyed this session, join Kathryn, Laural and Arlene tomorrow at the ***Taking Training Home*** at 11am.