Bite-Sized Staff Training

Transform Staff Development for Busy Libraries
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Public Library Association
Denver, Colorado
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That’s me!
Neighbor 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?
● 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
Sorry, I'm too busy today. From 12 til 2 I'm cruising, 2 til 3 eating, 4 til 5 staring into space....

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.”
Neighbor 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

tl;dr
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
The Latest Approach to Employee Training

As attention spans shrink, companies turn to short digital lessons that workers can access at their convenience.
Google, micro-learning & the future of education

by NATHAN BERNARD — 5 months ago in INSIDER

Over the last several months my co-founder Chirag and I have spent a lot of time...

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

Friday, March 25, 2016 - by Vincent Miholic

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
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
Implementation

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Use Existing Content

Build learning culture

- Daily learning activities
- Celebrating milestones
- Sharing learning
We are what we repeatedly do. Excellence, therefore, is not an act, but a habit.

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

3h 49m  Intermediate  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)

<table>
<thead>
<tr>
<th></th>
<th>10 am</th>
<th>11 am</th>
<th>12 pm</th>
<th>1 pm</th>
<th>2 pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Julia</td>
<td>Circ desk</td>
<td>Circ desk</td>
<td>Lunch + Learning</td>
<td>1:15, Circ desk</td>
<td>Circ desk</td>
</tr>
<tr>
<td>Jack</td>
<td>Circ desk</td>
<td>Lunch</td>
<td>Circ desk</td>
<td>Circ desk</td>
<td>Learning, 2-2:15, then Circ desk</td>
</tr>
</tbody>
</table>
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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!
Platforms...

YouTube

WordPress (Sensei, LearnDash)

Articulate Storyline

...?
Customer Service: Lesson 1

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

Content:
Include transcript of video
Quiz

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

4. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.
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
GLASS Toolkit for Public Libraries

Completed

View results

View Certificate
CERTIFICATE OF COMPLETION

Julia Huprich has completed the course

GLASS Toolkit for Public Libraries

8th April 2016

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.

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

Give credit where credit is due.

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.
Quick How-To videos and screen shots on various topics

(See also Educational Technology and Curricular Innovation)

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
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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
Neighbor 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...
Neighbor 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!

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