

**Idaho Commission for Libraries
Continuing Education Advisory Group**

May 28, 2015 ~ 9 AM – 3:30 PM

River Room at the Idaho Commission for Libraries

Meeting Purpose: To review and prioritize activities for continuing education (CE) services for Idaho library staff.

Desired Outcomes:

- Understanding of continuing education activities and resources
- Prioritized list of the 2016 continuing education needs for Idaho library community
- List of CE Action Plan items to be reviewed, changed, or discontinued.

Facilitator: Tina Schilling

Meeting Leader: Shirley Biladeau

Recorder: Teresa Lipus

Participants: Ramirose Attebury, Steve Bumgarner, Sonja Humphries, Molly Montgomery, William Nation, Susan Nickel, Hailey Roberts, Danna Angevine, Shirley Biladeau, Sue Walker, Tina Schilling, Teresa Lipus

Working with [2013-2015 CE Action Plan](#); [ICfL Strategic Plan](#); and Rising to the Challenge, [Aspen Report](#)

Welcome / Introductions

Hailey Roberts, Ada Community Library, our newest CE Advisory Group member.

Sarah North is stepping off the committee because she is moving to Wyoming.

Review CE Activities

- CE Resources – National Initiatives (Handout #1)
- **CE Connector Grant Project**, funded through the Institute of Museum and Library Services (IMLS) and administered by the Chief Officers of Library State Agencies (COSLA). A one-year grant that produced online JAMS for State Library Agency staff, a variety of state level reports and profiles, a continuing education resource director and a new library director training, a “state agnostic” template, with the basic information that any new public library director should know. States will add state-specific information such as law. More information can be found at <http://cosla.org/>
- **Strengthening CE Content for Libraries**. WebJunction learning platform now has the ABLE/SABLE courses, with the following caveats: ICfL will continue to collect data, WJ will update the courses as ICfL provides revisions, and ICfL will provide certificates of completion for completion of the ABLE series.
- **Coalition to Advance Learning for Archives, Libraries, and Museums**: This project required relationship-building upfront because these groups had not previously worked together. It is an ongoing effort which can be followed at <http://coalitiontoadvancelearning.org/>

- CE Resources – Statewide

- **Continuing Education Grants:** (59 grants: 11 for library science courses; 48 for 1st Time Attendees at conferences). Grants Officer Kristina Taylor has streamlined the process to an online application. ICfL placed limits on the grants for 1st time conference grant (1 per fiscal year). A six month online follow-up is required.
- **E-learning:** ICfL provides Idaho library staff access to vendor-provided training (Infopeople, LYRASIS, Amigos, Library Juice). There have been consistency issues with Library Juice, so once the current seats are consumed use of that vendor will be discontinued. (other vendors to pursue include Grant Station and TechSoup) Both Library Services and Technology Act (LSTA) funds, plus state funding for training that doesn't fall under IMLS requirements are used. Individuals must request access, then they are registered for the class. After the class there are two follow-ups, one immediately and one at six-months. Tracking student progress and completion is time consuming, so reviewing the value and use of time.
- **ABLE** (4,663 certificates) /**SABLE** (616 certificates) – Now on WebJunction.org. *(From October 2014 through March 30, 2015: 759 individuals from Idaho; 7406 Individuals from other locales in United States and approximately 34 countries.)* Data is collected from those who print completion certificates.
- **LiLAC** (libraries.idaho.gov/leadership and idaholibraries.org/resources/library-leadership-in-idaho/): The CE grant brochures for trustees, library staff, and directors/administrators handed out at this meeting are a result of this committee. Pre-conference workshop facilitated by Leadership Advisors Group will be offered Idaho Library Association (ILA) Annual Conference. Participants will be required to do a pre-assessment of their own skills and communication styles. Library Journal “Lead the Change” will be offered in November. Information will be coming soon.
- **Libraries Building Community Summit** (libraries.idaho.gov/community) was held in April. (6 library participated – Eagle, Meridian, Caldwell, Hailey, Lewiston, East Bonner). Participants included both libraries that participated last year and new libraries. Participants reported the value of meeting with people from other parts of the state and hearing what other libraries are doing.
- **Customer Service Project:** Prairie River Library District (upcoming Blackfoot and Pocatello). Prairie River participated in the Pilot Project in October. Staff completed pre-workshop activities, plus the full day workshop (True Colors and Customer Service), plus completed one more learning activity during the three months following the training. Staff found these exercises really helpful and put them into use with great results. The Prairie River staff shared stories on how they implemented lessons learned.
- **LibGuides** (guides.lili.org): CE, Special Projects Library Action Team (SPLAT), Survival Guide for Idaho Librarians (for new folks). LibGuides have gotten 822 views so far, so it's getting exposure. LibGuides can also be access through the ICfL web page: <http://libraries.idaho.gov/freetraining>
- **Info2Go** (libraries.idaho.gov/page/info2go): Various topics. June will offer ALA Conference attendee tips. Usually an average of 10-12 people attend. The session is archived for review.
- **EDGE** Benchmarks libraryedge.org/ Hailey, Eagle, Burley will test it this year. After completing use of the tool this year, ICfL will collaborate with these libraries in order to identify how we might move forward in promoting this tool among Idaho public libraries. Some libraries have expressed concern that the scoring is a grade and negative factor. Steve Bumgarner, Eagle, expressed that “it really IS a grade and gives you something to aim for.” William Nation, Boise, suggested that a low grade could be leveraged to justify more support for the library. Benchmark [Assessments](#) are available online and can be useful to for school libraries to review as well.
- **BSU Multidisciplinary Degree** – Online Program for library staff seeking BS as pathway to MLS. Many courses are focused on skills for Leadership development. Looking into how ICfL might use CE grant funds to assist people with this program. This is for non-traditional students.

Continuing Education Needs

- How is continuing education measured beyond number of participants? The LSTA Plan has activities with targets. The activities are measured with follow-up surveys which ask “What changes have individuals made to their workflow activities and how has it impacted their target audience?” The report focuses on outcomes. The annual report to IMLS contains this information, which will be shared with the group before the next meeting.
 - **Customer Service:** This training will be ongoing working in different geographic sections of the state; 2015 Blackfoot and Pocatello. Currently, focusing on library units, however, will be working on redesigning the course to engage multiple libraries. *Discussion about library needing to be closed “to customers” while staff receives customer service training. Is there a better way to get the value of customer service across? Train some in the morning and some in the afternoon then regroup and touch base? But then what about team-building training? Post a sign that says “We are working on training to be better to you.” Some of the online courses also have the potential to improve customer service: readers’ advisory, etc. There are many facets to customer training and turnover often necessitates repeated training. Since customer service is so broadly defined, consider renaming the category. (eg., Tools to divert crisis, environmental issues, customer-centered services, user experience, language/signage, graphic display considerations.)*
 - **Leadership:** LiLAC has laid a groundwork for continued activities. ILA website has a leadership page that has links to leadership development opportunities. ICfL has an MOU with ILA and it will probably take 4-5 years to see tremendous changes, although folks are already stepping outside of their comfort zones.
 - **Technology:** ever-present, ongoing, changing. Getting folks connected with technology, engaged and not afraid of it. SPLAT “Gizmo Garage” is now called “Idea Lab” to reflect its changing nature. Will learning stations and provide opportunities for teaching staff to teach.
 - **Teaching Staff to Teach:** Not touched on much during the past year. Will continue to seek avenues to bring this knowledge to Idaho library staff. Make It Idaho is providing tools in their workshops to facilitate learning.
 - **Hiring:** Hiring for position, identify skills needed, questions, interview questions, reference checks. Providing skills for hiring appropriate staff. What would that training look like? This was at the bottom of our priority list. Address as part of management training.
 - **Assessment:** An interest in building surveys was expressed and ICfL continues to see relevant training using state funds.
 - **Board Development:** Trustee training, understanding role, advocacy for the library, communication, unbiased, aware of applicable laws, meeting attendance. Field consultants do board orientations and training.

One item that rose to the top during the discussion was collaboration among different types of libraries. Encourage/train for collaborative efforts between school, public library and academic libraries. ILA regional conferences might be a place to get something going. Academic libraries work with high school libraries: what they will expect students to know when they get there.

Areas to focus for coming Action Plan (Prioritized)

- Interlibrary collaboration/cross pollination
- Customer Service
- Leadership
- Open education Resources (OERs)
- Assessment
- Technology
- Board Development
- Teaching Staff to Teach

2013-2015 CE Action Plan

Review Action Issues and Goals: The current plan action issues and goals were reviewed and modified for the 2016-2018 plan.

1. What can ICfL do to help Idaho's libraries not only sustain, but also increase public access to information and library services?

OUTCOME: High-quality continuing education events in relevant subject areas using appropriate delivery methods will be provided.

2. How will libraries provide Idahoans with access to learning opportunities.

OUTCOME: Idaho library staff are equipped to effectively meet their communities' learning goals.

Shirley will review the activities along with ICfL's strategic action plan along with the ICfL LSTA 5 year strategic plan to verify whether or not the above action issue and goal is needed, or if it is covered in one of the two previous issues.

~~3. How can all Idaho libraries be recognized as valued community anchors within their unique environments?~~

~~A. Idaho libraries serve as community anchors and provide innovative services for their communities.~~

Rising to the Challenge – Aspen Institute

- Reviewed the Library Leadership Action Steps
 - Golden nugget: healthy libraries are essential to community, but it's not done alone. Needs policymakers and community.
 - These challenge the traditional library and those who have been working in that space. They are an opportunity for another statewide continuing education event: what does this mean for librarians.
 - Telling your story: effective infographics and tell their story through them.
 - Building community: Define to clarify for participants: it might mean something different to different communities.
- ICfL will facilitate a summit for public library directors in January 2016. Help them network, share, cross-pollinate, get input on their (broadband) needs. This will give Ann information to take to the legislature.

Priority of Actions Steps as listed by the CE Advisory Group

- #6. Develop partnerships and collaborations with other libraries and knowledge networks that can contribute to efficiencies, using the opportunities provided by digital technologies. (matches the previously defined information need of interlibrary collaboration.)
- #5. Connect resources from other agencies or libraries to the library platform rather than reinventing the wheel or always going solo.
- #11. Measure library outcomes and impacts to better demonstrate the library’s value to the community and communicate these outcomes to key partners and policy makers. (while approval ratings are high, there is a need to specific information regarding the impact on users, such as “by visiting the library today, did you (improve your job prospects, find educational materials, etc.)

Appropriate delivery methods of continuing education:

- Awareness and effectiveness.
- Provide in a variety of formats, bringing together the directors will allow for trickle down
- LibIdaho: specify in subject line if it’s for Public Libraries, for School Libraries, etc.
- Word of mouth
- Each school district or library could have a Professional Development advocate who pushes through communications about relevant CE trainings.
- Variety of formats
- Facebook. ICfL Facebook page.
- Google Hangouts.
- Twitter

Next Steps (Shirley):

- Add LibGuide links to the ICfL CE webpage. (DONE)
- Locate LSTA report for 2014 and share with group.
- Share CE outcome data stats and activities (in an infographic ☺)
- Draft next CE plan and send to Advisory Group for review in mid-October.

Next meeting: November 5.

Meeting Review

Plus:

- Stayed on schedule for the most part
- Covered all items thoroughly
- Deli George was good choice for lunch

Delta

- Email info so group can review content in advance and have more time for active discussion
- Parking, as always