

LEARNING NEWSLETTER

WESTERN MARYLAND REGIONAL LIBRARY



BITE-SIZED BITS ON DATABASES WRAPS-UP

“I didn’t know what databases were available. I think the learning program opened the door to the databases...Now all I need to do is practice.”

“I am more comfortable using most of the databases. Better comfort level means I would be more likely to share with patrons.”

Bite-Sized Bits Learners

Bite-Sized Bits on Databases, a “23 Things Style” self-paced learning program for Western Maryland’s online resources, wrapped up in April, with 24 regional library staff completing the course. This 12-week program was an opportunity for busy library staff to become more familiar with the over 50 online resources available through WMRL and Sailor. These resources are valuable, authoritative, and timely, but in our busy, multi-tasking work environments it can be a challenge to stay current on all of the databases and to be able to navigate their search interfaces.

Each week the learners looked at resources in different subject areas, with the main goal of the program being to get staff more comfortable with using the databases themselves and referring patrons to them. Staff were able to work through the program at their own pace and turned-in their learning journals at the end to earn 16 hours of continuing

education. We congratulate the following regional staff for completing the program!

Abigail Andrews (WCFL), Janice Beall (ACLS), Joseph Berger (WCFL), Lydia Byrne (WCFL), Judy Castleman (ACLS), Lois Deasy (ACLS), Sherri Dickens (ACLS), Debbie Hartman (ACLS), Joyce Joslin (REGAR), Diane Kisner (REGAR), Michele Liston (REGAR), Lynn McDaniel (REGAR), Pat Merrbach (ACLS), Jason Miltenberger (ACLS), Marilyn Pontius (WCFL), Donna Orris (REGAR), Janet Otto (REGAR), Lisa Rounds (REGAR), Cecelia Robeson (ALLCO), Cindy Rowe (WCFL), Connie Savage (REGAR), Regina Spiker (ACLS), Bill Taylor (WCFL), Pat Wishard (WCFL)

Another self-paced program, Computer Tips & Tricks, will be coming your way this summer! Stay tuned for more information!

Inside this issue:

Bite-Sized Bits Wraps-Up	1
Results of 2008 Training Needs Assessment	2-5
LFAP by Krista McKenzie	6
May Calendar	7
Congrats to Nancy Sudine	8

More quotes from Bite-Sized Bits Learners:

“I have already recommended numerous databases to patrons that I’ve learned about during the duration of the online learning.”

“Love these self-paced onliners!”

“The databases have a wealth of information if you know how to access them.”

“ It’s hard to sell something that you’re afraid of or don’t understand. Patrons pick-up on the uneasiness.”

AND THE RESULTS ARE IN...

“Online training is the best! It is fun and easy to do!”

“I would like more online training opportunities... travel and scheduling are often difficult.”

Survey Participants

Last fall regional library staff were invited to participate in the 2008 Western Maryland Regional Library Training Needs Assessment. One-hundred and two library staff members completed the online survey which was distributed so that we would better understand your staff development needs.

We now would like to share with you the results of the survey,

which have already helped WMRL select learning opportunities for 2009 and choose a keynote speaker for the upcoming tri-county conference this November. We would like to thank all of you who took time to complete the survey. Your feedback was greatly appreciated and we will use your input to guide our training plan for the region.

1. What is your library system?

	Response Percent	Response Count
Allegany County Library System	26.5%	27
Ruth Enlow Library of Garrett County	21.6%	22
Washington County Free Library	43.1%	44
Western Maryland Regional Library	8.8%	9
<i>answered question</i>		102

Other responses:

- Branch Manager
- Digitization
- Donations and Book Selection
- Book Share and Programming
- Interlibrary Loan
- Branch Generalist
- Historical-related Projects
- Public Computer Specialist
- Collection Development
- Acquisitions

2. What are your primary area(s) of responsibility in your position? (Please select up to three.)

	Response Percent	Response Count
Administration	14.7%	15
Children's/Young Adult Services	23.5%	24
Circulation	48.0%	49
Facilities	4.9%	5
Marketing/Public Relations	12.7%	13
Outreach/Bookmobile	5.9%	6
Reference/Information Services	36.3%	37
Special Collections	5.9%	6
Technical Services	12.7%	13
Technology Systems (IT)	4.9%	5
Other (please specify)		19
<i>answered question</i>		102



42.2% of regional library staff attend between 5 and 10 staff development events every year.

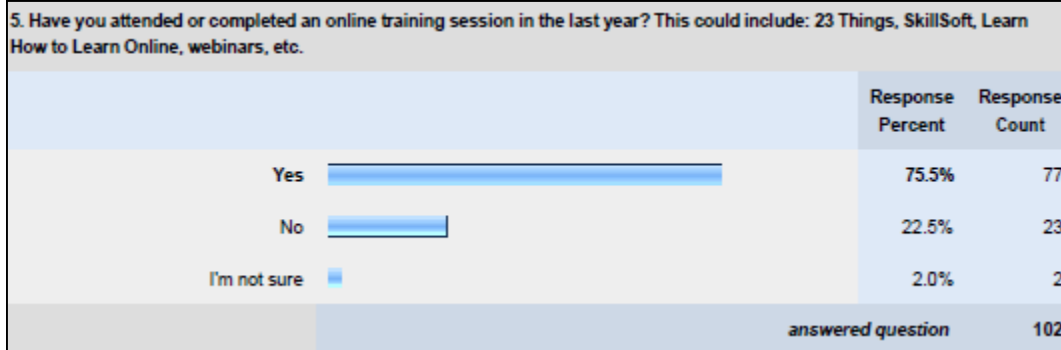
17.7% of staff attend more than 10 events annually.

4. What might prevent you from signing-up for a training opportunity or attending a training session?

Travel: "If I have to travel out of town." "Driving distance." "Sometimes we have to leave 5-6AM to be at a 9 AM workshop." "Distance to training location." "Weather conditions in winter." "Transportation."

Time: "Scheduling." "Work load." "Getting a sub to work." "Having staff to cover when I'm gone." "Short-staffed." "I am only part-time."

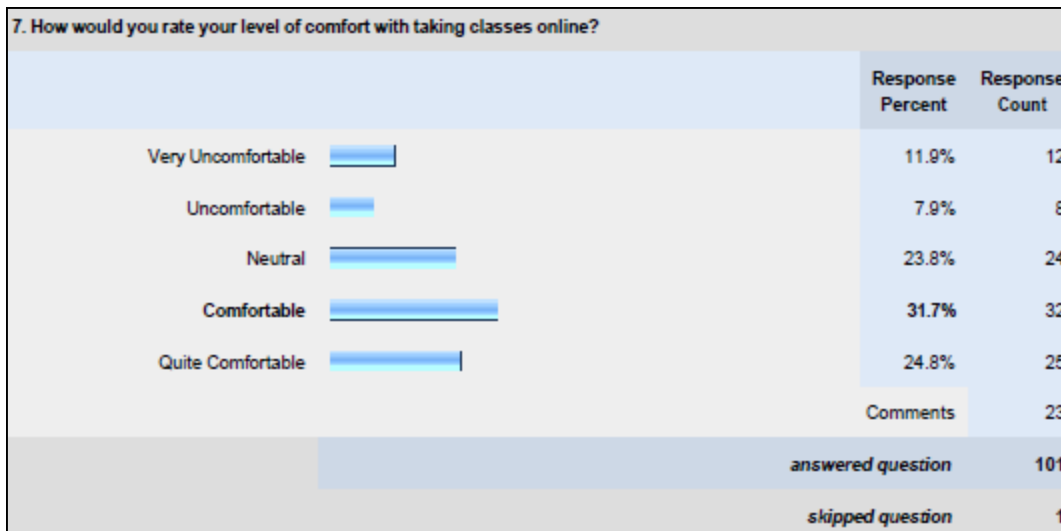
Cost: "County budget crisis." "Funding."

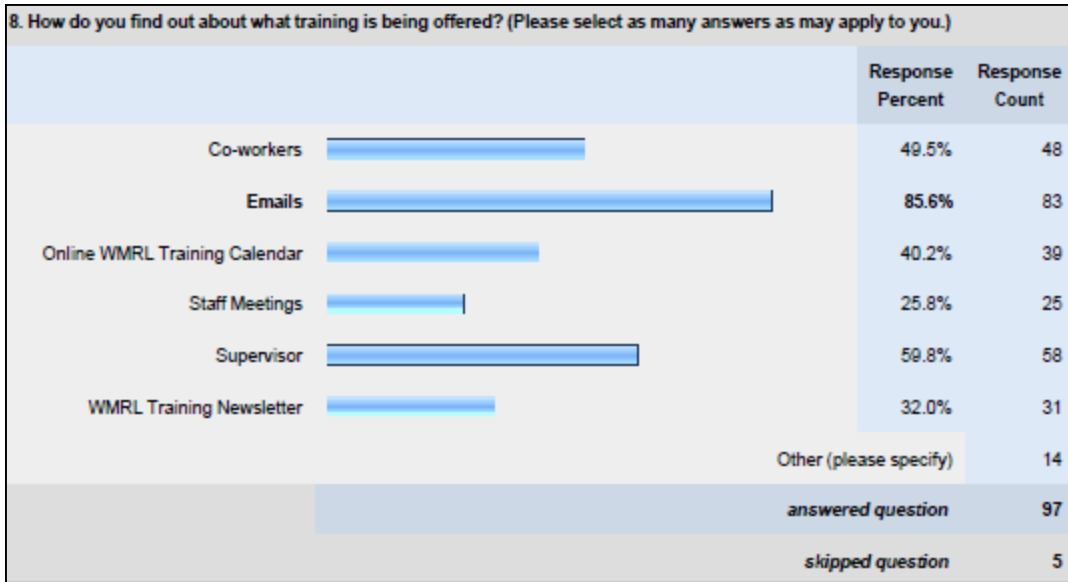


56.5% of regional library staff feel comfortable or very comfortable with taking classes online.

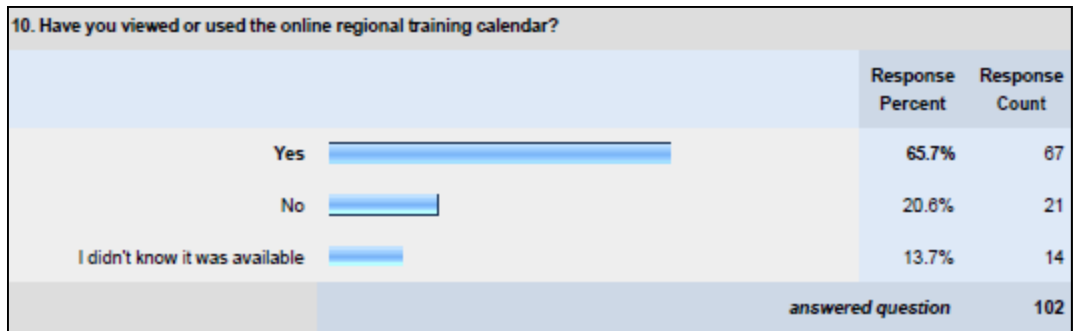
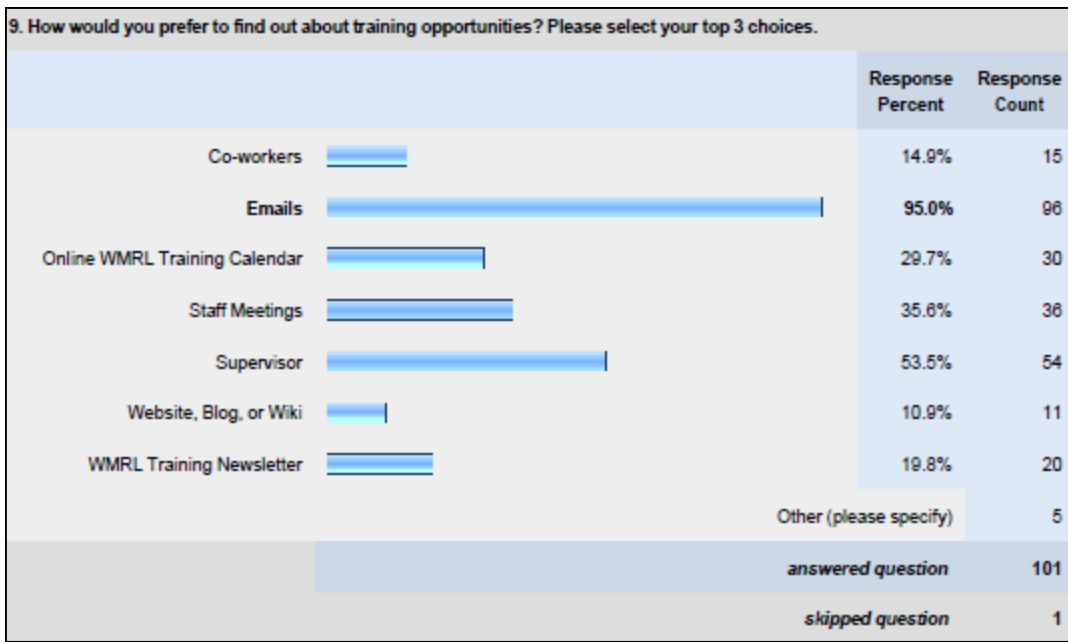
Classes taken include:

- Learn How to Learn Online
- SkillSoft
- 23 Things
- Microsoft 2007
- September Database Update
- Marketing Library Databases
- LATI
- OCLC Webinar
- SirsiDynix





Email is your preferred method of communication.



All learning opportunities are listed on the online training calendar. You can access the calendar on the WMRL Website under Staff Development. You also access the calendar via Merlin at: <http://tinyurl.com/55gl6a>

11. Please indicate your level of interest or need in relation to the following training topics: (Please contact Jennifer Spriggs if you need clarification on any of these topics.)

	Need within next 12 months	Need with next 12-18 months	Can wait 18 months, or don't need at all	Response Count
Collection Development	20.8% (16)	23.4% (18)	55.8% (43)	77
Communication Skills	27.2% (22)	32.1% (26)	40.7% (33)	81
Computer Quick Tips & Tricks	37.5% (30)	38.8% (31)	23.8% (19)	80
Conflict Resolution	30.0% (24)	32.5% (26)	37.5% (30)	80
Disruptive Behaviors (Dealing with Difficult Patrons)	36.6% (30)	29.3% (24)	34.1% (28)	82
Do-It-Yourself (DIY) Marketing	22.8% (18)	32.9% (26)	44.3% (35)	79
Emergency Preparedness/Disaster Planning	30.8% (24)	32.1% (25)	37.2% (29)	78
Emerging Technologies	31.3% (26)	54.2% (45)	14.5% (12)	83
Internet Laws	21.5% (17)	44.3% (35)	34.2% (27)	79
Microsoft Excel	18.8% (15)	36.3% (29)	45.0% (36)	80
Microsoft Outlook	17.7% (14)	38.0% (30)	44.3% (35)	79
Microsoft Power Point	9.2% (7)	36.8% (28)	53.9% (41)	76
Microsoft Publisher	24.7% (20)	34.6% (28)	40.7% (33)	81
Services for Seniors	15.2% (12)	32.9% (26)	51.9% (41)	79
Tech Tools, Gadgets, & Gizmos for Non-Techies	31.8% (27)	40.0% (34)	28.2% (24)	85
Tech Talk (Terminology) for Non-Techies	27.5% (22)	30.0% (24)	42.5% (34)	80
Teen Services	20.3% (15)	36.5% (27)	43.2% (32)	74
Time Management	28.2% (22)	29.5% (23)	42.3% (33)	78
Tours of other branches, counties, WMRL	21.1% (16)	28.9% (22)	50.0% (38)	76
Weeding	25.7% (19)	21.6% (16)	52.7% (39)	74
			<i>answered question</i>	96
			<i>skipped question</i>	6

These training topics were generated from 3 focus groups held in Allegany, Garrett, and Washington counties in August of 2008. The top vote-getters across the region were:

- Disruptive Behaviors/Dealing with Difficult Patrons
- Computer Quick Tips & Tricks
- Tech Tools, Gadgets & Gizmos for Non-Techies
- Emerging Technologies
- Emergency Preparedness/Disaster Planning
- Conflict Resolution
- Time Management

Any comments about training or staff development in general?

"The online training is a boon to the small or rural branch and employees, it involves nothing but the individuals time and attention, no traveling, no rescheduling and no hassle."

"I enjoy and appreciate the opportunity to better myself and my job skills, but often times finding the time to work on training is difficult, since my job often keeps me pretty busy."

"Learn something new every day."

"Just the perennial problem of not using it and losing it (the skills learned) after the training."

LEADING FROM ANY POSITION: “THIS IS A WORKSHOP YOU MUST ATTEND.”

By Krista McKenzie, Children’s Specialist, Oakland Branch,
Ruth Enlow Library of Garrett County

“A learning organization provides well-orchestrated opportunities for formal learning, for sharing information and experience, and for individual development” (Schreiber Shannon Associates, Pg. 1). Every library’s employees strive to achieve new knowledge that will, in turn, create a better learning organization for everyone involved. On April 8th and 9th, four employees from the Western Maryland Library System; Tracy Carroll (WMRL), Frances Lockley (WCFL/WMRL), Krista McKenzie (REGAR), and Jennifer Spriggs (WMRL), all attended the Leading from Any Position I Seminar facilitated by Becky Schreiber and John Shannon at the Columbia, MD Hilton to attain better knowledge and insight into themselves and their organizations.

By taking the Enneagram test online, attendees were able to analyze their own leadership styles and explore and develop ways of dealing with other personal styles. Tips were given on how to approach staff members who embody each style, as well as ideas on how to obtain their participation in organizational projects. Many attendees felt that this was a great way to be introspective about their own styles, and it provided them with the skills they needed to approach co-workers with differing abilities, opinions, and attitudes.

Another insight gleaned from the workshop was how to introduce and implement ground rules to create more effective teams. Groups of attendees were able to brainstorm different types of group behavior and explore creative solutions to help them operate more efficiently.

While many of these employees are already leaders in their library communities, many of them admitted that often it is hard to delegate important tasks to other people on staff. The seminar assisted them in examining areas of their work lives where tasks could be eliminated and/or delegated to other people, as well as established norms for creating active plans to start the delegation process.

Lastly, the group explored quick and easy problem solving skills to get past negative responses and be more open and positive to ideas and creative solutions. As an ending assignment, members were given the task of formulating a plan for developing their own leadership within their individual organizations with a follow-up session scheduled for September.

The workshop was empowering to all those who attended, and if you feel that you are a leader in your organization, or that you simply need better ways of increasing positive communication within your organization, then this is a workshop you should attend. Register today for the next Leading from Any Position I Seminar scheduled for the middle of September!

If you are interested in attending Leading From Any Position I this September, please contact your organization’s Staff Development Coordinator.

MAY LEARNING OPPORTUNITIES

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<p>Access the training calendar online at: http://www.westmdlib.info/ Have a question about any of these opportunities? Please contact Jennifer Spriggs Email: jspriggs@allconet.org Phone: 301-777-1200</p>				30 What is Reference Now? Helen Blumberg and Bob Burke, SLRC ACLS LaVale 2-4 p.m.	1	2
3	4	5 Biography Resource Center Webinar 2 p.m. CLICKS Internet Safety Training	6 Learn How to Learn Online 10–11 a.m.	7 Spring SLRC Tour	8	9
10 	11	12	<p>Maryland Library Association Conference 2009: Generation Why Not? Ocean City</p>			16
17	18	19 Learn How to Learn Online 10–11 a.m.	20 Learn How to Learn Online 10–11 a.m.	21	22	23
24	25 MEMORIAL DAY 	26	27	28	29	30

Have a question about any of these learning opportunities or about staff development in general? Please feel free to contact Jennifer:

Jennifer Spriggs
Staff Development Coordinator
Western Maryland Regional Library
Email: jspriggs@allconet.org
Phone: 301-777-1200
Web: <http://westmdlib.info>



Serving the public libraries of
Allegany, Garrett and Washington Counties

Western Maryland Regional Library is the regional resource center for Allegany, Garrett, and Washington counties. Since 1970, WMRL has enhanced the services of local libraries through:

- a delivery system tied to the rest of the state
- staff training
- back-up reference service
- consulting services
- commercial electronic database subscriptions.

ALLEGANY COUNTY'S NANCY SUDINE WINS BETTY ROMMELMEYER ADVOCATE'S AWARD!

We're proud to announce that Allegany County's Nancy Sudine was surprised at the Frostburg State University Spring Festival of Children's Literature on Saturday, April 25th, with the Betty Rommelmeyer Advocate's Award. Deb Hendrickson, Media Specialist at Westernport Elementary, nominated Nancy for this award, which is given to a teacher, librarian, or other advocate who exhibits a love of children's literature and strives to share it with others.

This certainly describes Nancy, doesn't it? If you have ever had the opportunity to see Nancy in action

reading a book or doing a program, you will have seen an example of a librarian who lights up the room full of children with her energy and warmth. Nancy has said in the past, "this is what I do!", and she does it well. In addition to being a Children's Librarian, Nancy is also the Branch Manager at Westernport Library and ACLS' Youth Services Coordinator. Nancy has also been critical to the germination and development of teen programming and services in the Allegany County Library System. Her impact can be seen in the relationships that she has built with not only with the little ones, but with tweens and

teens, too. Nancy's enthusiasm and energy for teen services also helped lead to the formation of the Western Maryland Teen Interest Group in 2008.

So from all of us, congratulations on this recognition!

Nancy's
avatar
from her
blog.



meez.com