STAFF TRAINING: EXPERIMENTS AND EXPERIENCES

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ME

☐ LEAH L. WHITE

☐ READER SERVICES
LIBRARIAN

☐ NORTHBROOK PUBLIC
LIBRARY

☐ @LEAHLIBRARIAN

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SHE READS BOOKS AS ONE WOULD BREATHE AIR, TO FILL UP AND LIVE.

ANNIE DILLARD
GWYNETH STUPAR
ADULT SERVICES LIBRARIAN
BARRINGTON AREA LIBRARY
FORMERLY REFERENCE AND WEB SERVICES LIBRARIAN, NORTHBROOK PUBLIC LIBRARY
@GWYNONITE
THANK YOU FOR COMING!

PRACTICAL AND USEFUL
THE BEST WAY TO SERVE PATRONS IS TO TRAIN YOUR STAFF
REMOVE THE FEAR

- Empower your staff
- Create a sense of pride and accomplishment
- This enthusiasm is contagious!
- Avoid cringe-worthily patron interactions
  - You know what I’m talking about
BREAK INTO THINGS

MODEL APPROACH:

“NO, I ACTUALLY DON’T HAVE A DROID PHONE, BUT LET’S SIT TOGETHER AND WE’LL FIND WHAT WE NEED TO MOVE FORWARD”
SIMPLIFY SERVICE POINTS

“EBOOKS AREN’T PART OF MY JOB. GO OVER THERE.”

*POINTS*
- We all learn from each other
- Core skills and specific responsibilities
- A shared technological vision
STAFF TRAINING TIPS
INVEST IN DEVICES FOR TRAINING PURPOSES

HTTP://GOO.GL/UIJMR
HTTP://GOO.GL/VKWTS
HTTP://GOO.GL/UEWWC
ATTACH STAFF TRAINING TO AN ALREADY EXISTING ROUTINE

- ATTACHED TO REGULAR STAFF MEETINGS
- ALL FULL-TIME AND PART-TIME (INCLUDING VERY PART TIME) STAFF MUST ATTEND
- STAFF OR OUTSIDE DEMONSTRATIONS
- EXAMPLE: MEMES AND INFOGRAPHICS CLASS
MAKE IT AN EVENT: SUMMER OF LEARNING

- Get Administration on Board
- Poll Staff on What They Want to Learn
- Find Trainers Within the Organization
- Weekly 1-hour Classes
- Bring Departments Together
OPPORTUNITIES TO PLAY

- Library received new VHS-DVD transfer equipment.
- Staff with different skills are paired together to create instructions for public.
- Staff are encouraged to try the new technology on work time.
- How-to video created for drop-ins.
- Lynda.com
NORTHBROOK'S EXPERIENCE
CREATE YOUR TEAM

- Leaders and Mentors
- Selection is Important
- Positive and Dedicated
- Patience

http://goo.gl/pnxjt
No assholes allowed. No one is tolerated just because they are smart or aggressive.
CREATE A PLAN

☐ WRITE A MISSION STATEMENT

☐ EXAMPLE: THIS TRAINING PROGRAM IS DESIGNED TO PROVIDE AN OVERALL LEVEL OF COMFORT FOR ALL PUBLIC SERVICE STAFF WHO RECEIVED AN IPAD2.

☐ CREATE A TIMELINE

☐ CREATE A STRATEGY
iPad2 Training Worksheet

Welcome! This worksheet is intended to introduce you to the iPad2. The iPad2 is a tablet computer, capable of many exciting functions and features. Once you have completed this worksheet you will be able to:

- Know the basic functions of the iPad2
- Be able to download and save a file from Dropbox
- Navigate the notebook functions in the Notes app
- Know how to download and delete an app
- Be able to download apps off of iCloud
- Shoot and save a simple video

If you have any questions, contact the media specialist in your department. You can also contact Gwyn Stolar and Levah White with questions.

Trouble-Shooting Tips

Having trouble connecting to an app or the app store?
Make sure that you are connected to the wifi, open the App Store and try searching for something. You may be prompted to one User Agreement. Tap Agree, and try opening your app again.

Accidentally deleted an app?
Our Apple ID should remember what apps we have purchased and downloaded. Return to the app store, check under Purchased to see if it is still shown up. If not, search for the app and download again.

Not sure where you are?
When in doubt, hit the Home button until you have returned to the Home screen.
WORKBOOK TIPS

- EACH DEVICE NEEDS IT'S OWN WORKBOOK
- START VERY BASIC AND THEN MOVE TOWARDS THE MORE COMPLICATED TASKS
- MUST WORK FOR ALL TECHNICAL LEVELS
- WRITE WHILE YOU USE THE DEVICE
BEFORE LAUNCH

PILOT THE PROGRAM

HTTP://GOO.GL/IY2X0
READY TO LAUNCH!

☐ MAKE IT MANDATORY

☐ CREATE A SERIES OF "MEET THE IPAD" CLASSES

☐ OPEN LAB STYLE FOR QUESTIONS

☐ CONTINUALLY EVALUATE, UPDATE, AND TWEAK
OUTCOME

IT'S A WIN!
CUSTOMER SERVICE TIPS

INSIDE THE LIBRARY, PROGRAMS, OUTREACH

HTTP://BIT.LY/IVQ24D
ON THE SPOT ASSISTANCE

- Don’t force everyone into appointments
- Communicate to patrons that assistance takes time
- Have a takeaway—something patrons can walk away with

HTTP://GOO.GL/MY7ZW
Audio

We know you love books on CD. Did you know the Barrington Area Library has thousands of free e-audiobooks that can be downloaded to your computer or device from the convenience of home or office? Browse our comprehensive selection of new and classic e-audiobooks in OverDrive and OneClickdigital. Have your library card and our OverDrive eAudio Instructions handy.

Need help? Make an appointment with Lizzy Klinnert or Gwyn Stubar p:847-382-1300, e: adultref@balibrary.org, or drop by the desk to learn more.

Please know that our commitment to ordering the best audio CDs remains and we welcome your suggestions.
GET OUT OF THE LIBRARY!

REACH OUT TO THE PEOPLE WHO DON'T REALIZE THEY CAN'T CHECK OUT EBOOKS FOR FREE!

HTTP://BIT.LY/KIM3LY
HTTP://BIT.LY/KIMRXM
DEVICE ROADSHOW

BUSINESSES, NURSING HOMES, FESTIVALS
ALL THINGS CONSIDERED

- Empower staff
- Give people varied options for learning
- Provide excellent customer service
THANK YOU!!

☐ FOLLOW US!

☐ @LEAHLIBRARIAN

☐ @GWYNONITE

HTTP://GOO.GL/RYNQV