

Oh, that's
right....

Considerations when Creating & Sustaining an Online Training Program

Jasmine Pawlicki & Shannon Moreno
University of Michigan Library-Operations

M
LIBRARY



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Agenda

Introduction and Overview

Who we are, a brief overview of the tool we created, and experienced pain points

Considerations

What to think about when creating and maintaining a training program

Our Future Actions

What do we have planned going forward

Jasmine Pawlicki
User Services, Peer Information
Counseling (PIC), Reserves

Shannon Moreno
Offsite Shelving Supervisor

About Us

We were originally a party of 4, but through members leaving for job changes or to climb mountains... we became a pair.

Our Charge:

To create a comprehensive training tool that can be used across all of Operations to ensure that all Operations staff have the same foundation of information services training.

Things to note:

Who charged this group? Our Associate University Librarian.

Are we librarians? No, just awesome staff.

Existing Trainings

- **UM Library Customer Service Training**
- **Information Resources Assistant Training Documentation**
- **Skills Challenge**
- **Individual Service Point Training**
- **Unit Training Programs**
- **Library Workshops**

Tools: Created in Qualtrics and moved to Canvas (our LMS)

Curriculum design: Having clear objectives, competencies, and outcomes helped inform the structure of the sessions

Format: Tiered approach. Start with basics and build out

The look: Content blocks with different question type. And logos and icons to carry on themes throughout the modules

Turns out we made a nifty tool



[An Abbreviated form of the training](#)



Then we set it free

Distribution

Phase 1 - Link distributed by email

Phase 2 - Course everyone was enrolled in



Communication Strategy

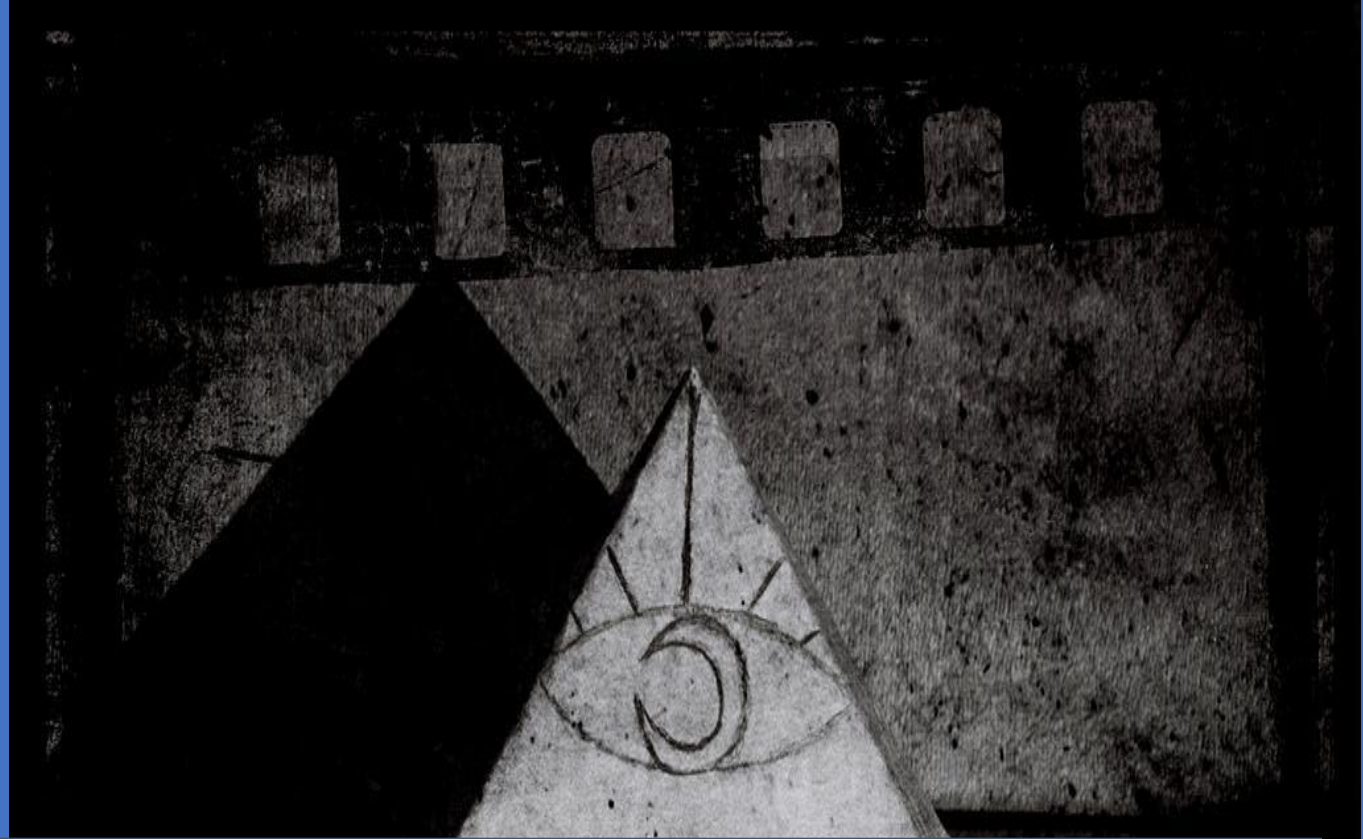
We didn't have one!

Emails coming from everywhere

Surprise! People don't read email

*What happens when you think
you're one and everyone thinks
you're the other*

- Charged to create vs maintain
- We assumed that managers would take over
- Given agency isn't always agency used



**Content Creators
vs
Content Owners**

Feedback as Assessment



Be ready for unsolicited feedback and comments

We experienced artistic sensitivities

When to respond and when to explain

The image features a dark, textured background that resembles a film strip with sprocket holes. A large, solid blue rectangle is centered on the page, containing the text "Getting Started" in a white, bold, sans-serif font.

Getting Started

Do Your Research

- **What do you already have?**
- **What's already effective?**
- **What have others done?**
- **Professional Guidelines**
- **Platforms**

01

How do you bring it all together?

02

Don't Make the Training for You

- Evaluate needs
- Solicit feedback
- Know Your Audience
- Different learning styles
- Inclusive Language
- Keep it simple
- Make it fun

The other center of the universe

Decisions

- Which platform will you use?
- How long is your training?
- One-shot or ongoing?
- What does success look like?



So, it's done. Now what?

03

Distribution Plan



- Who will distribute? How often?
- What do they need to know?
- Is the platform easy to learn?
- What if training isn't completed?

Who's got the Juice?

Communication Strategy

Let'em know what's up

- **Have leaders communicate the value prior to distribution**
- **Be clear about expectations and deadlines**
- **Set up a schedule for initial deployment and reminders**
- **Canned emails save you time**
- **Be explicit about who to contact if there are problems**

**Getting people to
take the training
if you don't have
a communication
or distribution
plan is like**



05

Bouncing Back after You Forgot About it

- Dust off your original lofty plans
- Reflect on your feedback
- Reassess your needs
- Get some fresh eyes
- Find some pressure

A new group

The Future

**Better
Integration
with other
tools**

Update-a-thon

Learning Boosters

Some Articles We Found Valuable

Cuddy, C. & Medeiros, T. (2002). Designing a library staff computer training program: implementation of core competencies. *Information technology and Libraries*, 21(2), 87-90.

Dalston, T. & Turner, P. (2011). An evaluation of four levels of online training in public libraries. *Public Library Quarterly*, 30(1), 12-33.

Forrest, M. (2007). Disability awareness training for library staff: evaluating an online module. *Library Review*, 56(8), 707-715

Leuzinger, J. (2011). Connect with your part-time library staff: using learning styles to individualize training. *Texas Library Journal*. 87(3), 78-80.

Todorinova, L. & Torrence, M. (2014). Implementing and assessing library reference training programs. *The Reference Librarian*, 55(1), 37-48.