Presentation Notes For:

Library Staff Training: The PINES Approach

# PINES-Side Problem

* We support 284 libraries in 53 regional systems in all corners of the state
* Libraries have shared policies & best practices but it’s difficult to make sure everyone at all levels are aware of them
  + CAT1 training is only required training - others are up to libraries
  + Many training sessions would reach the same group of people over and over
* Small number of staff (went from 5 to 6 when I started)
* Limited budget with restrictions on what we can spend it on

# Library-Side Problems

* Money - Limited travel budget
* Availability - Can’t send a lot of staff away for the day because library would be short staffed
* Skill - varying levels of experience and technical aptitude
* Different learning styles - in person, step by step instructions, hands-on practice

# Multiple Approaches - No “One Size Fits All”

* First - Updated and Reorganized Web site
  + Step-by-step instructions
  + Circulation Policy & procedure manuals
* Help Desk
  + Use as opportunity for teachable moments
    - Refer to web page with instructions
    - Canned responses (consistent answers)
  + Encourage chain of command so they ask their local colleagues for help
* List-Servs
  + Encourage people to use for community support
* YouTube Videos
  + New features
  + Specific tasks - bite-sized
  + On-screen pointers instead of narration so they could watch at desk with no speakers or earphones
* WebEx Sessions
  + Best for things where people will have questions and where it will be different each time
* Increase the number of Site Visits / Staff Days
  + 1 hour (search tips - relevant to most staff) or longer classes (problematic circs or basic reports) - try to reach as many staff as possible (all staff / all levels)
  + Regional Classes - if one system requests, invite others nearby
* PINES Mini-Conferences
  + Host libraries - locations with multiple rooms, willing to let us use them for free
  + Zero budget - we can’t even buy snacks, but some FOL have donated
  + Regional
  + Certificates
  + Multi-Track
* Also - GPLS Tech Boot Camp and Cataloging Conference
* PINES U
  + Beginning Circ
  + Idea that every new person in the state, part time or full-time can get some basic level of consistent training
  + We are building this using the Sensei plugin for WordPress:   
    <https://www.woothemes.com/product-category/themes/sensei-themes/>

# Results

* Reduced Help Desk Tickets
* More consistent behavior and adherence to policy
* Good PR - travelling in person, they know who we are and trust us that we’re there to help them and not doing this in a vacuum
* Library staff are more confident in their knowledge of the tools
* Library staff feel like they are part of a bigger community and that we’re on their side