



**Training Committee
Agenda
Tuesday, February 5, 2019 at 2:00 p.m.
GoTo Training**

Registration link: <https://attendee.gototraining.com/r/4561280398302501378>

- I. Welcome and Introductions
- II. Committee Charge
 - a. To review current training resources on an annual basis for needed revisions
 - b. To create training resources for staff and patrons of member libraries
 - c. To review, recommend and manage the enhancement process for submission to Innovative.
- III. Approval of minutes from December 4, 2018 meeting
- IV. Old Business / Projects
 - a. Review of training manuals and next step
 - b. Tips of the Month / Did You Know
 - c. Tales from the Circ Desk / PING! Column
 - d. Syndetics Unbound Brochures and training
- V. Tie in to Strategic Plan Activities
 - a. Talent LMS and the Training Committee
 - b. Other
- VI. Questions, comments, etc.
- VII. Next meeting: Tuesday, May 7, 2019, 2:00, GoTo Training
- VIII. Adjourn



Training Committee

Minutes

Tuesday, December 4, 2018 at 2:00 p.m.

GoTo Training

Registration link: <https://attendee.gototraining.com/r/5991085322025420546>

I. Welcome and Introductions

Present: Alexander (CL), Dale (RL), Fine (PR), Hutchinson (PrairieCat), Landis (KK), Lien (PrairieCat), Middleton (NL), Sullivan (RL), Augsburg (PrairieCat), Smith (PrairieCat)

Absent: Baker (MK), Bonny (PrairieCat), Tedder (PrairieCat), Zanelli (PrairieCat)

Fine (PR) called the meeting to order at 2:00 pm and welcomed everyone.

II. Committee Charge

- a. To review current training resources on an annual basis for needed revisions
- b. To create training resources for staff and patrons of member libraries
- c. To review, recommend and manage the enhancement process for submission to Innovative.

III. Approval of minutes from October 2, 2018 meeting

Dale (RL) and Landis (KK) seconded to approve the minutes as presented. Motion carried by vocal acclimation.

IV. Old Business / Projects

a. Review of training manuals

Landis said she started reviewing the Technical Services manual, but did not make much progress. Fine was out for an illness so did not have time to review.

Judy and Amanda have been discussing the training manuals. It has been suggested the circulation material be split into two classes, and perhaps the holds content be split out as well. Judy said we did not want to rush through this kind of change. We are planning to keep the classes the same for the Jan-June sessions, however, if we decide to split up the classes, we can certainly make adjustments. Judy said if anyone will be reviewing the Circulation Manual, then keep that in mind if it makes sense to split up. Such as a Circulation Basics (other library staff such as reference would use), Circulation (functions that really only pertain to circulation), and Holds.



Dale agrees splitting it up is a good idea, and she hopes to be able to contribute more once her new staff are settled. Landis agreed separating Holds out is a good idea.

Landis asked what the Circulation Committee thought about this suggestion to split up the content? Judy said the Circulation Committee has been charged with reviewing the manual. In the early spring (Feb/March), we hope to make a final decision. The Circulation Committee agreed the content could be split up into three separate classes.

Dale asked if we would have a holds class for circulation and one for technical services? Judy said she was thinking the holds class would be placing holds, while the other holds functions such as clearing expired holds would be in the Circulation. Dale said she was thinking trainings tailored for each department, since what screens staff place holds from depend on what function the person has in the library. For example, technical services staff work from the Cataloging screen to place holds. Dale said there are other tips that are more relevant for circulation and technical services staff. Judy said this is the type of feedback that will be helpful when they revise the manuals.

Fine mentioned it would be helpful to have refresher courses for those staff with limited and evening hours. Judy said the ideas is to offer the Basic Circulation class as a self-paced tutorial so staff could take that at any time.

Next Steps: Amanda said if members do have change suggestions, then please submit them on the Basecamp then PrairieCat staff will update the manuals.

b. Did You Know topic brainstorming

Amanda said we need some more ideas for future months.

- Notifying patron's home library of cancelled hold - Melissa said when an item has been on the picklist for a couple days, then it needs to be marked missing. If her library is the only library that owns it, then she'll email the library whose patron has the hold and ask them to cancel the hold. Melissa talked with another library, and that library just cancels the hold and prints the notice. Dale said the staff are supposed to contact the home library of the patron who has the hold. Stefanie found the reference to calling the patron's home library if it is the only item in the catalog. It is in the Circ I Training Manual Pg. 43
- Lexile Search in Encore with new Syndetics

Next Steps: Send any other ideas to Amanda or post in the Basecamp.



c. Tales from the Circ Desk / Frontline / new service rotation?

Amanda said Dale has committed a year of the Tales from the Circulation Desk column, and will no longer be doing the column after December. Amanda thanked Dale for her great contributions to the newsletter during the past year. Amanda said we need something to fill the space. One option is to keep the column going with rotating volunteers. Or perhaps we highlight new services. It would be ideal to have a team of volunteers to pull from.

Next Steps: Landis suggested in the December newsletter to thank Dale for writing the column, and to put a call for guest writers. Landis said she may be able to write something for the January newsletter. Amanda would just need something by the last Monday of January. Judy suggested we add something in the December newsletter about the Sydnetics move.

d. Other?

Judy said in the next couple weeks we will be switching over from Novelist Select to Sydnetics Unbound. We have Novelist brochures with instructions, and they may need to be replaced with Sydnetics information. Do patrons need brochures? If yes, then what would be helpful?

Next Steps: Judy said once Sydnetics is live, we can at least unpublish the old brochures. Perhaps we can wait until it goes live to see if members would find brochures helpful.

V. Tie in to Strategic Plan Activities

a. Talent LMS demo and discussion

Amanda showed a demo of Talent LMS to provide an on demand training option for library staff who need self-paced learning or to meet different learning styles of staff. This would give PrairieCat staff the option to make refresher trainings, and to track progress. Amanda noted that if a library staff member changed PrairieCat libraries then the new library would be able to see the staff member's training history. The system also has an integrated badging and certification system. There are a lot of options to create interactive elements in the trainings such as quizzes throughout the training, tests at the end, and assignments. There can also be courses that are just review or study prep courses such as for the barcode test (not to earn badges or "pass" a level).

PrairieCat staff have a meeting to discuss tomorrow (Dec 5), but Amanda wanted to get feedback from the committee. Landis asked if each PrairieCat



library would need to be set up as a branch to keep statistics separate. Amanda said she's not sure at this time.

Dale and Fine said they really like the product, and it's a step in the right direction. Amanda clarified we would still need a product like Camtasia to create the videos then upload or link them to Talent LMS. Talent LMS has the function to create videos, however it is not as full featured as Camtasia.

Middleton added she really likes this product. She has looked at a lot of LMS products, and Talent LMS seems like one of the most flexible and user friendly.

Next Steps: Amanda will resend the email with the document that has the log in information to review the Talent LMS. Send any comments to Amanda or post in the Basecamp. PrairieCat staff are continuing to discuss this product.

- VI. Questions, comments, etc.
Landis said she may have two new volunteers for the Training Committee, Sarah Ehlers at Mokena and Jolyce Abernathy-Morris at New Lenox. They have both indicated to Landis that they were interested in serving. Amanda will reach out to the members.
- VII. Upcoming Meeting schedule: (all Tuesdays) February 5, 2019, 2:00, GoTo Training; April 30, 2019, 2:00, GoTo Training
- VIII. Adjourn