

## Washington Area Library Trainers Minutes

Everett Public Library

9:30 to 2:30, Aug 24, 2018

### Attendance

Brian Haight, Sno Isle Libraries

Elizabeth Oder, Seattle Public Library

Joe Olayver, Washington State Library, IT

Terry MCQuown, King County Library System

Darlene Pearsall, King County Library System

Cindy Tingley, Sno-Isle Libraries

Andrea Vernon, Sno-Isle Libraries

Jeanne Fondrie, Whatcom County Library System

Tami Masenhimer, Washington State Library, Training

Kayce Austin, Pierce County Library System

Notes by Alan Jacobson, Everett Public Library

### Intros/Trainings/Updates

**Cindy Tingley**, Sno-Isle Libraries, SIL safe surroundings. SIL has started a podcast. [Check it Out](#). Andrew Ballard (TEdX) is the most recent episode. Spread the word. Very official.

**Alan Jacobson**, The Everett Public Library [delivers award-winning podcasts](#). Evergreen Branch is expanding, beginning of next year. Coping strategies have been heavily promoted at EPL. Chair yoga, 20/20/20, people's other choices.

**Joe Olayver**, WSL, IT, project management classes. What colors represent you? Helps with understanding. On the road for a couple months with the VR program. WALT is sponsoring the pre-conference and VR booth at WLA. At \$145, the group implicitly voted this in. Elizabeth Laukea privately expressed concerns with this, but she is not present. Brian will follow up.

**Andrea Vernon**, Sno-Isle Libraries. No recent trainings. Helping with diversity. Got Word certification, going to get ATD (talent) certificate in Portland. (As of 8/31/2018 [went to Portland for the ATD \(Association for Talent Development\) Training Certificate](#).)

**Tami Masenheimer**, WSL Training. Race Relations in the 21st Century. Needs sign-ups. **Ryan Dowd** is coming in **October**. His assistant is doing the East side libraries in the spring. Will try to split training costs with neighboring states. Posted after 9/1. CE Needs Assessment came back with "customer service." Specific suggestions would be helpful. Emotional Intelligence would be helpful. Kate Laughlin's Service Excellence was great. Ruth Zander may also be able to provide this. Elizabeth recommended Dealing with Difficult Behaviors, Crisis Connections. Last First Tuesday webinar didn't record, on Working with People with Empathy. There was also a great one on working with transgender patrons. **Has grants to bring trainers into your location. They'll pay for ¾. Thousands of dollars!** [Link here](#).

**Jeanne Fondrie**, Whatcom County Library System. Training on travel trailer. Didn't go well. Point Roberts building just opened. Migrating to new ILS, Polaris, very soon. Hosting Ryan Dowd soon as well. System 75th Anniversary is next year.

**Darlene Pearsall**, King County Library System. Gracious Space, bringing to WLA, **learning in public** -- admitting fault, correcting self in real time. Put together a 4-part diversity & equity training for region.

**Elizabeth Oder**, Seattle Public Library. She was a facilitator For Seattle Parks and Recreation's Foundation of Change Equity Day. The programming could have been used for a library system. The program was opened by Turtle Island story teller Roger Fernandes, who is from the Lower Elwha Band of the S'Klallam Indians. The keynote was delivered by Dr. Caprice Hollins of Cultures Connecting. SPL is on the verge of selecting a vendor for bystander training.

**Terry MCQuown**, King County Library System. Last taught orientation (with Darlene). Systems Thinking by Waters Fdtn. in Renton (they do a lot in education). Great book 14 Habits of the Systems Thinker. Fixing systems that cause issues. A mind shift. Balance scorecard & organizational strength trainings will come. Will be doing a mini KCLS Leads session at WLA.

**Brian Haight**, SIL. Does occasional trainings for patrons & book-a-librarian. SIL got Dowd's training on Homelessness. He takes interpreting body language further than ever seen before. Dowd is very pro-homeless. Dowd is very hesitant to call the police. Elizabeth has concerns with his use of stereotypes and culture of homelessness issues. Off-the-shelf training is challenging, Elizabeth suggested this one needs "editing." More of a chance for dialogue would be helpful. Sno-isle Libraries Should have word about new director next week.

**Transfer of Training**, Terry MCQuown & Darlene Pearsall See slides for more detail.

### **Making Employee Training Stick.**

Best book, [Six Disciplines of Breakthrough Training](#)...also: Transfer of Training, Broad & Newstrom. Many books preceded, followed. But it's not consistently happening.

This presentation got positive feedback at ALA, WLA, Pierce County LS.

But there are obstacles.

"The effective and continuing application, by trainees to their job, of the knowledge and skills gained in training." (Broad & Newstrom, 1992, p 6)

Outcomes: describe it, use a basic transfer job aid, list at least 3 things you can do to support it.

Covey: "to learn and not to do is really not to learn..."

- Broad & Newstrom learned that the most important stakeholders before the training is the supervisor, then the trainer. During the training it's the trainer. After, it's the supervisor, to allow time to transfer and enact training. Much other research and models have been created.
- Training is generally seen as something you get done. "Too many organizations are focused on the wrong finish line." Emma Weber.
- Kirkpatrick, in the Four Levels of Evaluation, covers the levels: reaction (how nice were they?); learning; behavior (did you apply or use the information afterward?); results (is anything different from this new thing we're doing?)
  - Up to 85% of all training never makes it past the learning stage. Just stays in their head.
  - The 5th level is ROI. and that is nil on 85%. That non-use level is unacceptable everywhere else.
  - Why? Capacity, time, habits, culture (change can be punished), "learning scrap."

## **Basic Job Aid for Transfer of Training**

Use the glorified notes sheet, from what learned to how will apply to support needed. Learning Application Sheet is the official term (does not matter what you call it or whether you use the form, just that you follow the process.) Up to 3 takeaways. KCLS does this in orientation. At end of each training, ask these 3 questions: what did you learn today? How will you use it? What support do you need from your supervisor?

Appreciative inquiry -- a time when you helped someone use something they learned.  
(the group described times they helped someone)

## **Supervisory support is clearly a multidimensional construct. ROPE helps with transfer of training!**

### **ROPE**

**Relevance** -- help people see the relevance, or tell them when it's not.

**Objectives** -- most classes will state this. Think about Strategic Plan as well.

**Prepare Trainee** -- self-efficacy (those who can do what they believe they can, can coach this!) as well as goal-orientation, which includes mastery (learners) and performance (show-offs).

**Expectations** -- Tell them up front you expect them to do something with what they've learned.

### Four Stations

Why is it Important? Relevance to job. Objectives. Helping people understand the purpose is critical. Don't surprise your staff with the how and the what as well.

Supervisors must support training. **NORA**

**Next steps** -- meet with them afterwards, ask them what they're going to do?

**Obstacles** -- help identify them and remove them.

- Old habits, peer pressure; we counter by allowing time, leading by example, working as a team, culture of "fail forward" (it's OK to make mistakes), and coaching.

**Resources** -- time is the biggest one, often disguised as something else.

**Acknowledge** -- if we create the conditions in which people can do these things, acknowledge their success. Vs. holding one compatible.

[The Spirit of Kaizen](#), recommended book. Change is scary, triggers primal brain. Think really small and it will go underneath your fight/flight/freeze mechanisms. You recreate your neural pathways and change your life slowly as you expand this.

### **Action Plan**

Learn, apply, support. What will **we** do?

Pyramid of training (graphic properties -- shapes make things more credible). NORA, to help self-directed staff. Bob is a useful tool, in the Kaizen method -- take small steps. Survey, what are the 3 top things you wanted to learn? Being more "in partnership" with managers, from a trainer perspective. Reminder to "check in" with staff at 3 months/6 months, also build it into trainings. Make it part of culture. Can model this behavior.

Terry will share any & all of this: sharing, will help us, as a library training industry stop squandering money.

### **Approval of the minutes**

Approved online beforehand. Paper copies were made available. All minutes can be found here: <http://www.wla.org/walt>

### **A Novel Affair: Stories Take Flight**

Alan mentioned this fun fundraiser happening here on Sept 22. Details:

<https://epls.org/338/A-Novel-Affair-Take-Flight>

**SIL** is hoping to offer more diversity trainings. A continuation of what's been started.

**KCLS** redid mission, vision, and values. With a focus on diversity.

**EPLS** as a city agency, is helping rewrite the city's vision and mission to be more inclusive and reflective of diversity. The city strives to have a more representative group of employees.

**PCLS** has a diversity initiative that they will roll out later. A 5-year plan of individual steps, starting with a Diversity 101 class. Revisiting recruitment and job descriptions to remove implicit biases. Going for a levy lid lift, may have to rethink if doesn't work out. Redid strategic framework to focus on learning, enjoyment, and community. Each year has a specific focus. Three year cycle of planning, implementation, and evaluation. Each year has one of each. Allows for depth and consistency.

### **Scholarships**

**Jeanne Fondrie, WCPLS** said that being able to support scholarships should be easier going forward and that they should be ready soon.

### **WLA**

**Display Table at Conference** looking for volunteers to work it from Wednesday night through the entirety of the conference. Gerie will help. Brian will be there Friday. Jeanne and Darlene will be there Weds. Etc. All available will coordinate ideas and help with set-up.

### **Elections for WALT**

No takers so far to be nominated. Brian will move into the Chair Emeritus role. Jeanne said it's very rewarding, has been in every position. Is her way to give back. Joe is serving as webmaster, but is not able to take more responsibility on at this time. Chair, co-Chair, and are the big positions needing to be filled. Secretary/treasurer is another. Alan has been filling in.

<https://www.wla.org/walt>

Positions here. <https://www.wla.org/walt-charter>

### **Next Meetings**

At the conference, Friday, Oct 19 8:30-9:45 <http://www.wla.org/2018-wla-conference>

Adjourn 2:26