

WALT Meeting 2/10/12  
Des Moines Library, KCLS

Present: Ruth Zander (Sno-Isle), Kate Laughlin (WLA), Darlene Pearsall (KCLS), Betha Gusche (WebJunction), Eura Szuwalski (WTBBL), Jennifer Fenton (WSL), Samantha Everett (KCLS), Keri Kells (PCLS), Steve Campion (PCLS), Jess Chandler (SPL), Jeanne Fondrie (WCLS), Diana Huckaby (Ellensburg Friends)

1. Welcome and check-in
2. Icebreaker – alphabetize the words for the numbers 1 – 10. This exercise could work in online environment
3. Customer service mini-training – Betha (and Roxie in absentia)  
Internal customer service: studies show build collaborative work environment for better C.S. Importance of getting it right internally leads to doing it well externally.

Exercise: In groups, find items in our possession that start w/every letter of alphabet; 1 point for each letter except 5 points for Q and 10 for x, y, and z. Takeaways – (1) accomplish this much faster as a team (importance of teamwork) (2) a variety of ways to do anything, variety of creative thinking, and (3) uniqueness of team members is what makes completing this “project” successful.

Strength-based Internal Customer Service (based on Strength-based CS). Internal customer service is somewhat like a family; conflicts arise, things don't always go as smoothly as we would like. Brain science shows that when we shift our brain into thinking in more positive mode we end up with more positive outcomes.

If we think of everyone as customers, we make an effort to listen to them and pay attention to their needs, then we will change our thinking. Our guiding principle should be to say “yes.”

Exercise: What key strengths we bring to our workplace; what key strengths and “adversary” brings to our workplace. How do these compare?

Discussion: People can be trained to develop strengths. Customer service can be seen as nature vs nurture – nurturing of each person's nature has to go on skills-building. What are libraries calling C.S.? KCLS is integrating good customer service into every training with shared lingo, policies and procedures shaped around those goals.

Break

4. Treasurer report (Ruth) WALT has \$2647.55, which includes the proceeds from the WALE pre-conference that WALT sponsored on eBooks and eReaders (thanks to Betha for organizing!). One scholarship was already

approved at \$300, which will put WALT at \$2347.55. There is one more scholarship application pending as of today (2/2/12). Should we offer three scholarships instead of the previously-approved 2? Yes, we approved 3 at \$300 each for 2012.

Discussion: WALT scholarships. Previous scholarships awarded: WLA 2011 conference, Yakima: no one applied. WLA 2010 conference, Victoria: Anne Bingham, Elizabeth Laukea

\* **Decision:** revision to WALT scholarship procedures/criteria: in a tie, priority will be given to those who have not received scholarships previously, and/or priority will be given to members who have attended WALT meetings in the past year.

5. By-Laws revision:

\***Decision:** revise Article V, Section 5: add language that allows for an election but doesn't require it for some of the positions.

\***Action:** Ruth will revise and send draft(s) of options.

6. Sharing:

Jennifer – WSL focusing on presenting webinars, with Darlene helping with the technology side of webinars; sponsoring spring workshop with Eura Szuwalski from WTBBL around the state.

Eura - webinar on customer service for patrons w/disabilities, on youth services, on volunteers, on downloadable books that WTBBL has. Workshops on the road around the state: copyright laws, customer service for patrons with disabilities, reference, assistive technology, rules for applying for service, updated applications and brochures.

Betha – leading IMLS grant-funded project on digital inclusion: defining framework for building digital communities, aligned w/broadband adoption efforts and FCC. The first year is a pilot program with a community needs assessment going out to library directors. The national project will look at 10 communities around country and their efforts and then organize a summit.

Darlene – anyone using Access 360 program and Blio from Baker & Taylor? KCLS is moving p.c. booking to Envisionware from Telus in April. Still doing Evergreen training, PrepareTraining, eBooks, etc.

Kate – customer service training for Kitsap; focus on WLA conference; beginning WALE conference planning.

Ruth – attended ASTD TechKnowledge conference in Las Vegas: 2-day workshop on project management by Lou Russell. Workshops – games; evaluation leaving ADDIE model behind. Keynote speaker Jane McGonigal,

author of Reality is Broken – use games to keep learners engaged, curious, connected in classroom.

Ruth - customer service training project; management training using Achieve Global; Polaris training online. Sno-Isle using Camtasia for some aspects of new supervisor orientation.

Jeanne – struggling to maintain PrepareTraining Program certification. Created self-directed learning task sheets for staff to complete then have supervisor sign; transferring more accountability to supervisor instead of to trainers.

Jess - much busier this year than last. SPL is becoming a learning organization. First part is project management classes, which are creating a change in work culture, greater awareness among staff, flattening of the organizational structure. Claudia Levi is conducting the classes, \$2200 for 12 hours. Classes are for anyone who has potential lead on a project. Second part will be facilitation of meetings or projects; learning or relearning skills. Third part will be interest-based problem solving, which is important when first two parts aren't working well. Lin Schnell in HR is teaching the classes; can apply these skills to any situation. (Lin Schnell is doing pre-conference workshop on this topic at WLA conference). Recommended reading/viewing: Presentation Secrets of Steve Jobs, by Carmine Gallo; TED talk on presentation skills, about 9 minutes long, speaker refers to how to use storytelling well.

Steve – PCLS in the fourth year of learning organization transition. As part of learning team, during that time not a lot of new initiatives but maintaining existing trainings: PrepareTraining Program, Polaris. Getting into video production, documentary style, why staff do what they do, branch tours. Converting classroom Polaris training online with video and Camtasia – slides, animation, quizzes, text. Used it for system-wide telephone program – chapters on Articulate presenter. Looking at using this for orientation/onboarding process.

Keri – Will be training on using online timesheets, looking at online training to present that. Person-in-charge training, reference training (called Reference Triage). She is now part of H.R. department.

Samantha – leading change training for managers by Effectiveness Institute, now being done in-house; teen-brain training at staff meetings; webinar on community leader interviews to show staff how to meet people in their community. Working on cultural competencies training; training LAs to be on reference desks (now called PSAs).

7. WALT officer nominations – Nominations & Elections committee: Ruth, Jess, Samantha, Jennifer

Discussion: question about how long have to be WALT member before running for office. Kate is checking w/Dana at WLA.

**Action:** nominations:

- Vice Chair – Betha, Paul Victor (if allowed to run)
- Secretary/Treasurer – Jeanne
- Program Co-Chairs – Jess & Jennifer

Note: consider for next year's ballot: , Anne Bingham, Paul Victor, Kristin Piepho, Keri, Gerie Ventura at Highline, Eura Szuwalski

## 8. WLA Conference

- IG luncheon – yes! May also do an informal social during vendor reception. WALT will put \$10 toward gift card prize/drawing from IGs
- Meet and Greet, Wednesday evening, April 18 – promote to staff; Ideas for pecha kucha presentation proposal:
  1. 20 training tools
  2. WALT the Raven's Training Tips
  3. Tribes from Seth Godin's book
  4. Informal learning for the tribe
  5. Highlights of what each WALT member library/organization is doing
  6. 5 minute training – Training 101 in 6 minutes 40 seconds – how to design training, using Guila Muir's tips too

**Decision:** WALT will sponsor pecha kucha presentation, #5 – Highlights of WALT members. Proposals due March 1. **Action:** Ruth will coordinate with help from Kate, Samantha, Jennifer; will put proposal together, solicit slides w/4-5 sentences from other libraries (Jess will film event) What is most innovative, unique thing doing in training or learning, for staff or public.

- WALT sponsored programs at WLA conference
  - Pre-conference - Downloads, Apps, and eBooks Oh My - Darlene
  - Pre-conf - Digital Storytelling – Bethe
  - Conference program – Moving Staff Training From In-person to Online – Mary R, et al.
  - TableTalk roundtable on meeting facilitation – Ruth, and she will facilitate the entire TableTalk session on Leadership & Development

## 9. Meetings for 2012

- Online meetings: Doodle poll from Ruth, all 10 -11 a.m. online meetings on WLA's Blackboard (let Ruth know if want experience in facilitating or producing practice)
  - Friday, Mar. 9 – Kate producer, Ruth facilitator, Darlene moderator
  - Friday, May 11
  - Friday, July 13
  - Friday, September 28
  - Friday, December 7

- Face-to-face (f2f) meetings: April 19 at WLA conference, June 1 at Timberland, October 26 at Sno-Isle Service Center
- Items for next meeting March 9 – review by-law drafts, position descriptions drafts. Review for WLA conference – luncheon, pecha kucha, sharing who’s going to conference, sharing phone numbers.
- Items for next f2f mtg. at conference – welcome new officers, review revised by-laws, revised position descriptions

### **Assignment review**

- Ruth drafting update bylaw & position descriptions; heading up MandG slideshow
- May 11 mtg - Program Co-Chairs talk about programming: internal for WALT members, external?
- Ruth and Samantha send final nominations to Dana to send to WALT list
- Thank you’s – Betha for customer service mini-training

10. Minutes from last meeting, changes, Raven training guide – explored publication and too many copyright issues to sell or post on WALT web site. Bring to another meeting to see if want to do something else. Kate moved to accept w/changes, Jennifer seconded.

**Decision:** minutes accepted.

**Action:** Ruth will send to Darlene to post after revised per changes.