Librarians Leading Learning Online

Alice Cruickshank – Christchurch City Libraries
Alice Cruickshank

- Originally from UK
- Masters in Maths
- Masters in Adult Education
- 11 years in New Zealand
- 6 years at CCL as PD and Learning Coordinator
Alice Cruickshank

- Met my entomologist husband Rob in the Natural History Museum Library - London
- Two daughters – Rosie and Daisy
- Likes: Books, Board Games, Baking
Christchurch City Libraries – Who are we?
Network of 21 city and community libraries – including 2 mobile vans
Public Library services have been in Christchurch for 154 years.
Approximately 360 people employed in a variety of roles
Professional Development @ CCL

• Induction/ Service Delivery
• Roving & Customer Service
• Reference Skills
• Reader’s Advisory, IT skills, Mending etc.
• Train and Support Library Trainers
• Conferences and External Seminars
• Study Support for Tertiary Qualifications
Disaster
E-learning – the positives

• Saves time
• Don’t have to travel
• Don’t need a classroom
• Everyone can do it at different times
• Can make use of quiet times
• Can be done at own pace
• Can be done in comfort of own home/work
• Saves money?
E-learning – the not so positives
Finding the time and place
Motivation to do it
No support if you get stuck
Lack of social interaction
No chocolate biscuits

Supplied by FreeFoto.com
Boring
Unfinished
Previously....
2012 – Let’s do something new!

• Let’s make an online reference skills course!
• Let’s make it:
  – Effective
  – Entertaining
  – Engaging
  – Earthquake Proof!
2012 – Let’s do something new!

- Realization that Reference Skills are about customer service
- Scenario based problems
- Focused on the real-life tasks not the resources e.g.
  - Information Navigator
  - Reader’s Advisor
  - History Guide
Tasks not Resources
2012 Reference Skills Pilot

- Used Moodle on a cloud server
- Ran working bees with existing inhouse trainers to develop online programme
- Focused on Making Learning - Entertaining and Informative
- Made our own movies
- Used videos, screencasts, quizzes, lessons
Filmed colleagues in workplace scenarios
Used Camtasia to record on-screen action
2012 Reference Skills Pilot

• Delivered 6 week programme
• 2 face-to-face sessions at the beginning and end
• 8 online modules with approx time 2 hours per week
Some Lessons....
Lessons

- Developers need different skills than trainers.
- Task focus → good transference of skills
- Participants enjoyed the variety and local examples.
- Primary Barrier – Time & negotiating time
What we did this year...
Actions

• Created Course Developer & Facilitator Roles
• New Moodle Server – faster but only accessible from inside the library
• Used lots of different free and cheap software: Camtasia, iMovie, Quicktime, Youtube, Prezi, GoogleDrive, demo version Articulate
• Setup a support network of mentors to advocate for learners
Support Network

PD Coordinator

Online Course Developer

Online Course Developer

Online Course Developer

Online Course Developer

Digital Learning Services Analyst

Face-to-Face Facilitator

Face-to-Face Facilitator

Mentor

Mentor

Participant

Team Leaders
What is the name of this course?

- Online Reference Skills Programme?
- Aardvarks to Zulus?
- Find and Deliver?
- Olé (online learning environment)?
- Online Reference Skills Modules?
- Find IT!
Welcome to ORSM your Online Reference Skills Modules

Over the next six weeks we will be looking at how to help customers with their enquiries, with Reference Interview skills being at the core. You will learn about what questions to ask and when, the resources at your disposal, useful searching strategies, how information is organised and most important of all - how to ensure that our customers receive the best possible service.

Reference Skills Forum and Discussion board Sept 2013

1. Getting Started with Reference Interview

This week is all about one of the most important Reference Skills - being able to conduct a successful Reference Interview. This will be a theme throughout the course and you will see lots of examples both good and bad.

This week is also about becoming familiar with the Moodle Learning Environment and becoming confident about how to find your way around.

2. Information Navigator

In this session we will be taking a brief look at some of the different resources that enable us to answer customers’ general queries. We will be looking at the library website, Bibliocommons, Dewey Decimal Classification, Google, and The Source as well as databases like Elsocsearch and Press Display.

The objectives of this section are:

* To show where some useful everyday information is kept
3. The Dog Ate My Homework

This week is a chance to familiarise yourself with some of the resources and services that can help with those homework questions. We will look at BiblioCommons, the library website pages for Kids and Teens, online encyclopaedias and other resources from the Source, and how to search Google effectively. Finally, we'll look at the help available from FingerTip and the online chat services LiveOnline and AnyQuestions.

Photo of Scooby, owned by Margot at Fendalton Library

Video Scenario

As you watch the video, take a note of what Nicole the librarian does well, the resources she uses, and think about whether you would have done anything differently.
What happened...
Staff had sufficient time and motivation to do the course

Logged In Time

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<td>13 hours 23mins</td>
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<td>Maximum Time</td>
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Increased Confidence

Answering Customer Queries

Using Library Website to Answer Customer Queries
Transferable Skills

I don’t normally use Newspapers and Current Affairs tab and only found about it earlier this year. So, when I came across it again during the training I learned a thing or two. And luckily I remembered it because yesterday a student came up to me looking for a newspaper article on The Press from 2005. I used the skill and knowledge that I learnt on the course to look for it and even gave him an option of either printing it or emailing it (I remember that one because it's one of our tasks). He was really excited that it could be emailed to him and he got the full text, as well So, yeah, one happy customer there and one proud library assistant here.
Other effects of ORSM

- Wide support network has led to wider visibility of ORSM
- Increased skills of Mentors as well as participants
- Mentors and Participants have shared their learning with other staff
- Existing staff as well as new staff keen to participate in ORSM
Reflections for the future

• Developers **NEED** concentrated face-to-face time to collaborate

• Content needs to be updated frequently as changes are made to website

• Insufficient time is still perceived as a barrier by participants!
Going with the Flow
Thank-you

- To all my talented colleagues – who developed, created, acted, edited and delivered the programme.
- To everyone here for listening.