ARSL • September 14, 2018

Learning on the Go-Go-Go!



Jennifer Peterson
WebJunction Community Manager, OCLC Research
petersoj@oclc.org



Outline

- Meet the Modern Learner
- Motivation
- On Learning Plans
- Self-directed Learning
- What Learning Looks Like
- Sources for Learning
- Learning Together

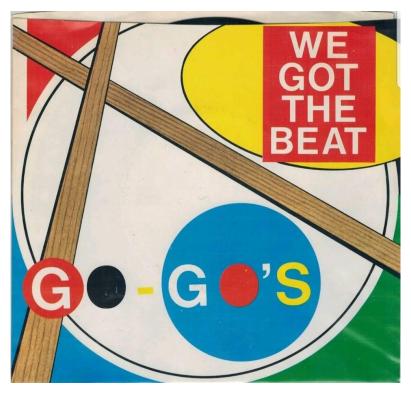


Image: Courtesy Go Go's on Facebook



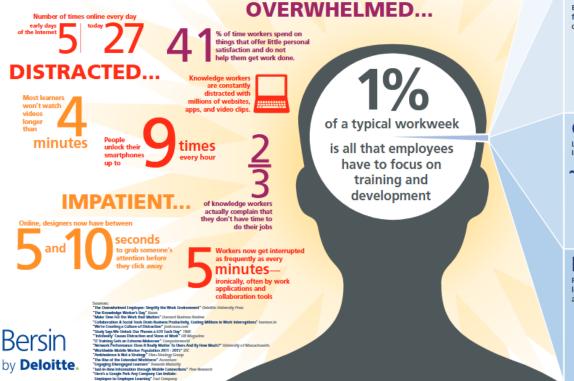
WHY LEARNING IS IMPORTANT AND HARD TO FIT IN



MEET THE MODERN LEARNER

As training moves to more digital formats, it's colliding with new realities in learners' jobs, behaviors, habits, and preferences.

Today's employees are overwhelmed, distracted, and impatient. Flexibility in where where and how they learn is increasingly important. They want to learn from their peers and managers as much as from experts. And they're taking more control over their own development.



UNTETHERED

Today's employees find themselves working from several locations and structuring their work in nontraditional ways to accommodate their lifestyles. Companies are finding it difficult to reach these people consistently and even harder to develop them efficiently.





of the global workforce is expected to be "mobile" by the end of 2015

of full-time employees do most of their work somewhere other than the employer's location of workforce comprised of temps, contractors, and freelancers

ON-DEMAND

Employees are accessing information—and learning—differently than they did just a few years ago. Most are looking for answers outside of traditional training and development channels. For example:

To learn what they need for their lobs. employees access:



People are increasingly turning to their smartphones to find lust-in-time answers to unexpected problems



COLLABORATIVE

Learners are also developing and accessing personal and professional networks to obtain Information about their industries and professions.

~80%

of workforce learning happens via on-the-job Interactions with peers, teammates, and managers Learners are:



at Google, J

of training courses are delivered by an ecosystem of

2,000+

peer learners

EMPOWERED

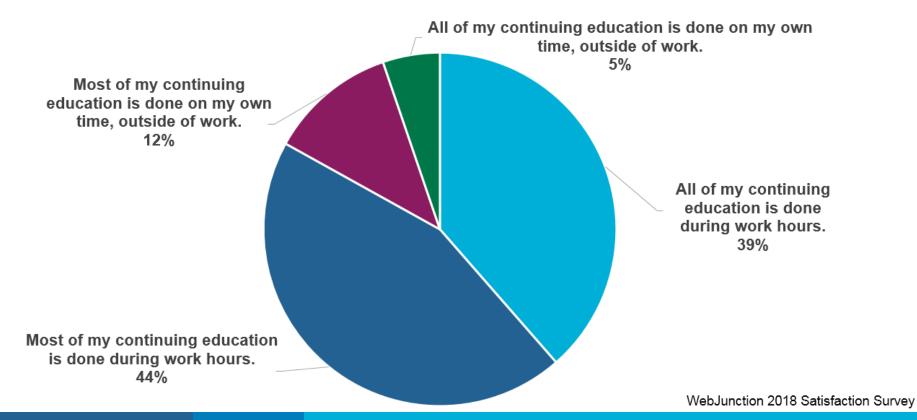
Rapid change in business and organizations means everyone needs to constantly be learning. More and more people are looking for options on their own because they aren't getting what they need from their employers.



Half-life (in years) of many of workers who say they professional skills have opportunities for learning and growth at their workplace

of IT professionals who report having paid for training out of their own pockets

When you find time for learning?





The modern learner...

- Overwhelmed and distracted
- 2. Keen to learn
- 3. Wants **personalized**, timely, quality content
- 4. Learns as needed, anywhere, anytime
- 5. Turns to their phone
- 6. Prefers learning to be on the job
- 7. Most values quality, ease of use and relevance in online learning
- 8. Seeks out learning on soft-skills
- 9. Motivated to learn because they want to do better and be more productive

Updated 2018 Infographic on Elucidat blog: https://www.elucidat.com/blog/modern-learner-profile-infographic/



WHAT MOTIVATES YOU TO LEARN?



"Sled Dogs in Wallgau Bavaria" by Ralf Κλενγελ is licensed under CC BY 2.0



Motivation for Learning

- Being able to offer a new service to patrons
- Celebrating successes
- Curiosity
- Deadlines; achievable micro-deadlines even more motivating
- Fun
- Getting new supplies, like a fresh notebook, at the start of a learning path
- Having the incentive of job improvement or increasing one's skills
- Learning something in order to be able to teach others
- Learning together with peers
- Money
- Pursuing knowledge for its own sake and learning new concepts
- Sharing learning with others, including sharing the joy of learning
- Synthesizing ideas with prior learning; fitting pieces into the big picture



MEET YOUR CONFERENCE BUDDY!



Conference Buddies!

- Exchange contact info
- Be a sounding board to process your conference learning
- Apply conference learning in bite-sized ways
- Keep that post-conference learning glow alive!



Jennifer Peterson and Jami Carter, ARSL Conference 2011. Photo used with permission from Jennifer Peterson



EFFECTIVENESS OF LEARNING PLANS



Knowles' Principle of Andragogy

Five assumptions about adult learners

- The need to be self-directed increases as self-concept develops
- 2. **Experience** becomes a key resource for learning and also impacts how individuals have developed their preferred style of learning **learning is very individual**
- 3. Adults' **readiness to learn** is influenced by a perceived need in their own life situation, which is unique and varies among individuals.
- 4. The **orientation toward learning** shifts toward **problem-centeredness** and learning which can be **applied**.
- Motivation to learn becomes internal children respond to external motivators (parents'/teachers' expectations, grades, etc.), but adults' deepest motivation is intrinsic (increases in self-esteem, responsibility, creativity and self-fulfillment).



"magic eye // I have been tagged" by Fabian is licensed under CC BY-NC-ND 2.0

Personal Learning Plans: a Tool for Engaging and Retaining Talent

By Christy Ciezki & Nisha Kharé, 04/01/2010 National Career Development Association

SELF-DIRECTED LEARNING PLANS



5 Step DIY Self-Directed Learning Plan

By Rachel Dobbs

- 1. Understand your motivation
- 2. Be **clear & S.M.A.R.T.** about what you are planning to learn
- 3. **Get organized** with your time & tracking your learning
- Make a public commitment to your learning & buddy up



Rachel Dobbs, Get S.M.A.R.T. Self-Directed Learning Plan

5. **Apply** what you are learning in real-world projects

Learning Plan Phase Model

- **1. Approach** how it relates to you now, past, present and future
- **2. Deployment** ready, set, go-go-go
- 3. Learning organizational and personal needs align in context
- **4. Integration** apply, review and share learning
- **5. Results** reflect and assess application



LizeSmith on Pixabay under CC0 Creative Commons

Learning Plans

A learning plan can help you:

Act Reflect



"Racing the night" by Vern is licensed under CC BY-NC-ND 2.0



WHAT CAN LEARNING LOOK LIKE



Reading

Social media

Listservs

Discussions

Self-directed



Self-paced courses

Webinars

Face2Face Training

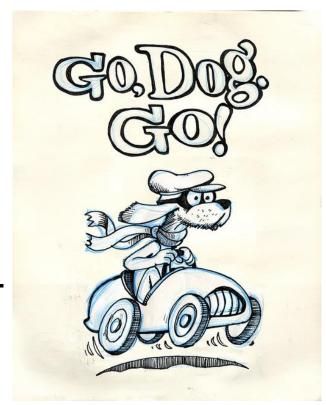
Online Learning

Learning Together



Bite-Sized Learning

- Pause and view shorter segments, self-paced courses and webinar recordings
- At staff or board meetings, set aside time for learning or share what you're learning
- Staff or community initiative, e.g. <u>23 Things</u>, Bingo (see <u>WCLS</u>)
- Tap local resources, internal knowledge, crosssector knowledge
- Listserv learning (<u>new ARSL series</u> on WJ!)
- <u>Self-directed achievement</u>, Tooele City Library (UT), Jami Carter, Director!



"go,dog.go" by Todd R. Emmerson is licensed under CC BY-SA 2.0



Self-Directed Achievement (SDA)

"A culture of lifelong learning ...begins with me."



1 goal

1 hour every week

= culture change

SDA PROCESS OVERVIEW



SDA Weekly Questions

- 1. Did you accomplish your goal last week?
- 2. If not, what got in your way?
- 3. What is your goal this week?



OrcaTec on Pixabay under CC0 Creative Commons



LEARNING SOURCES



Photo credit: <u>TheDyslexicBook.com</u> "<u>Learning</u>" by <u>Jesper Sehested</u>, licensed under <u>CC BY 2.0</u>





WebJunction Tour

The learning place for libraries.

Quickly find the answer to your Question Search Web-Junction

Go to Courses

Course Catalog

Webinar Calendar

Topic Areas

Our Projects

About Us

Immigrant Asset Mapping at Halifax Public Libraries

Jim Lynch, TechSoup for Libraries / Published: 13 March 2018

Immigrants are such a hot-button issue these days that TechSoup for Libraries decided to search for a library that does excellent work to serve these specialized patrons. The U.S. immigrant population is roughly one in six people. Canada is having an immigration spike as well, and the Halifax Public Libraries in Nova Scotia are doing good work to serve them.

Starting in the 1990s, Canada experienced a permanent jump in immigration. Pretty early on, the Halifax Public Libraries got going on what they called "asset mapping" to help their immigrant communities integrate into their new homes. This work had been... Read more

Posted In: Access & Equity, Assessment, Evaluation & Planning, Outreach

Webinar Series: Evaluating and Sharing Your Library's Impact

WebJunction and OCLC Research / Published: 08 March 2018

Ensure your library's programs and services are meeting patrons' needs and exceeding expectations by using evaluation techniques that demonstrate results. This three-part webinar series on user-centered assessment and evaluation will help you go from gut instinct to data-supported proof.

Bringing together research and practice from across library sectors, the series will cover the ins and outs of creating assessments that provide useful, actionable data. From figuring out what information you need for an effective assessment to applying your findings, this series will feature experts who will teach you to evaluate your programs and services in a way that empowers... Read more



New to the Catalog

Free courses available on demand

Active Shooter Procedures for Libraries

Beyond Food for Fines: Libraries. Food Banks and Feeding America

Getting Started with Social Media for Your

Measure Your Impact: Getting Started with Outcome-Based Evaluations

Trauma Informed Services in the Library: Understanding and Serving our Community

Subscribe



Sign up to receive Crossroads, WebJunction's newsletter for library learning.

Browse recent issues »

Follow Us



Upcoming Webinars





Newsletter

- Two issues each month
- New articles
- Learning opportunities, courses, webinars, projects



March 7, 2018

Bringing the Community Together

Whether through books, computer classes or board games, libraries are a powerful tool for bringing the community together. The stories in this issue highlight the impact that comes from dedicated library staff forging partnerships, seeking opportunities and trying new ideas. All of these stories and ideas were shared with us by staff who work in libraries. If you have something to share, reach out to us at social@webjunction.org - your stories are at the heart of what we do!



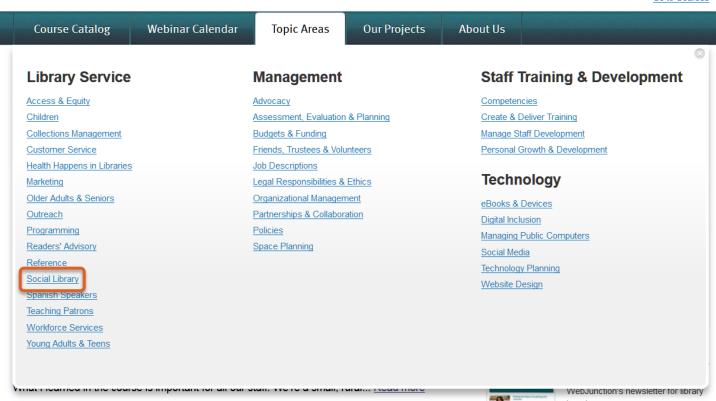
Romeo the bull visits the Ashe County Library as part of their "Involving Books" program. Photo courtesy of the Ashe County Library.

Topic Areas





Go to Courses





WebJunction Projects



Quickly find the answer to your Question

Search WebJunction

Go to Courses

Course Catalog

Webinar Calendar

Topic Areas

Our Projects

About Us

WebJunction Projects

In addition to creating and delivering training for library staff, WebJunction designs projects and delivers transformational programs that connect public library service to community needs such as lifelong learning, health and wellness, and economic success. More than 70 percent of all U.S. public libraries have participated in WebJunction projects.

Current Projects

Small Libraries Create Smart Spaces
Supercharged Storytimes for All
Wikipedia + Libraries: Better Together

Past Projects

Geek the Library
Health Happens in Libraries

Project Compass

Rural Library Sustainability Program

Spanish Language Outreach Program

Strengthening CE Content for Libraries

Transforming Library Spaces

library are underway. Kast is now organizing Wikipedia training sessions with her colleagues and helping patrons use Wikipedia effectively for research. We caught up with Kast to learn



Measure Your Impact: Getting Started with Outcome-Based Evaluations

Trauma Informed Services in the Library: Understanding and Serving our Community

Webinar Calendar



The learning place for libraries.

Search WebJunction

Go to Courses

Course Catalog

Webinar Calendar

Topic Areas

Our Projects

About Us

Webinar Calendar

WebJunction hosts free live webinars that are open to all. Each session covers a high-interest library topic presented by real-world practitioners and experts. Register to attend upcoming webinars, and view past webinar recordings.

Go to Webinar Calendar for upcoming webinars >>

Go to Webinar Recordings for past webinars >>

First, coming in October, WebJunction is launching its expanded and updated selfpaced Supercharged Storytimes course. Supercharged Storytimes is a researchbased program that helps storytime providers enhance children's early literacy development through intentional emphasis on key early literacy concepts that promote learning.... Read more

Posted In: Supercharged Storytimes for All

Social Library, Volume 116

Jennifer Peterson / Published: 04 September 2018

For this edition of our Social Library series, we took some time to browse a few of our favorite groups on Facebook, Library Think Tank - #ALATT, Libraries & Social Media and The Shareable Clique to find these great examples of libraries engaging with their communities. We learned about two of these groups last year in our



Active Shooter Procedures for Libraries

Beyond Food for Fines: Libraries, Food Banks and Feeding America

Getting Started with Social Media for Your Library

Measure Your Impact: Getting Started with Outcome-Based Evaluations

Trauma Informed Services in the Library:
Understanding and Serving our Community

Subscribe



WebJunction Webinar Calendar

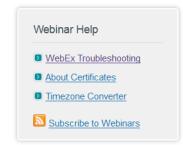
intellectual and developmental disabilities.

To view a complete list of past WebJunction webinars, go to: WebJunction Webinar Recordings



Join us for free webinars that allow you to meet and learn from library leaders and practitioners. Anyone who has an internet connection can attend and participate in a WebJunction webinar! The webinars are all recorded and made available for you to watch in the WebJunction Course Catalog.

WebJunction's catalog of courses and webinar recordings on library topics is now open to *all* library staff and volunteers. A certificate of completion is provided after you have completed any course or webinar you enroll in from the catalog. Go to the <u>WebJunction Course Catalog</u> »



Show all event details **Upcoming Webinars** September 2018 18 September 2018 SEP Revitalizing Library Volunteer Engagement 18 This webinar explores new trends in library volunteerism and presents practical steps to recruit skilled volunteers to help grow your 30 community of library advocates and supporters. 5 12 13 27 September 2018 SEP 18 19 20 Literacy and Community-Building for Adults with Intellectual Disabilities 27 26 27 28

OCT 03 October 2018

3

Take Action: Using and Presenting Research Findings to Make Your Case

Part three of a three-part series on evaluating and sharing your library's impact, focused on presenting data to make the case for how

In this webinar, learn about Next Chapter Book Club and how to grow inclusive outreach to and engagement with adults with

Search Events

Date Range



Course Catalog

Webinar Calendar

Topic Areas

Our Projects

About Us

Homelessness in Small and Rural Communities: Libraries Can Help!

A webinar hosted in collaboration with ARSL on how small or rural libraries can provide services to community members experiencing homelessness, especially with limited access to resources, like a social worker.

This event has passed.

Homelessness means having no predictable and safe place to sleep. Libraries in rural and small communi are often a source of information and daytime shelter for individuals facing homelessness or housing insecurity. In an already busy library with limited resources, staff may be challenged to respond to the need of these patrons and to cope with compassion fatique. This webinar will provide practical insights on provide services to people who don't have stable housing. Learn how to create an environment that feels welcoming informative and supportive, including ideas for reducing policy barriers. Learn how to host conversations the explore public perceptions, help to debunk myths around homelessness, and strengthen community ties.

This webinar is hosted in collaboration with the Association for Rural and Small Libraries.

Presented by: Mallory Pillard, Director, Carnegie Public Library, Trinidad, CO; and Sara Zettervall, Found Whole Person Librarianship, and Community Engagement Librarian, Hennepin County Library, MN

Access Recording

• View Webinar Recording (You will be prompted to login to our free Course Catalog.)

Webinar Attachments

- View slides (pdf)
- View chat (xls)
- View captions (txt)
- . Learner Guide (doc) Use alone or with others to extend your learning

Related Resources and Links



Webinar presenter Mallory Pillard



Webinar presenter Sara Zettervall

▼ Related Topics

- WebJunction Webinar Calendar
- Access & Equity
- Customer Service
- Organizational Management
- Partnerships & Collaboration

Webinar Attachments

- Slides: Homelessness in Small and Rural
- Guide: Homelessness in Small and Rural
- Reflective Activity for Library Staff
- Chat: Homelessness in Small and Rural
- **Captions: Homelessness** in Small and Rural

Upcoming Events

18 September 2018

Revitalizing Library Volunteer

Upcoming Events

- 18 September 2018
- Revitalizing Library Volunteer **Engagement**
- 27 September 2018
- Literacy and Community-
- **Building for Adults with**
- Intellectual Disabilities
- 03 October 2018
- Take Action: Using and Presenting Research Findings
 - 09 October 2018

to Make Your Case

- New Ways to Supercharge Your Storytimes
- 29 November 2018
- Librarian Evolution: Libraries Thrive When We Change

View Events Calendar

Chat is where it's at

from Sara to All Participants:

Earlier this year our library did an online staff survey. I called it "Today I bent a rule (or wanted to) in order to provide good customer service."

Staff had the opportunity to **tell us about specific barriers** to customer service (**library policies**, **procedures**) they **encounter**. We now have a **list of issues** to address.

from Karol: I love that you did that! I would love to see a copy of the survey! Any chance you can email a copy?

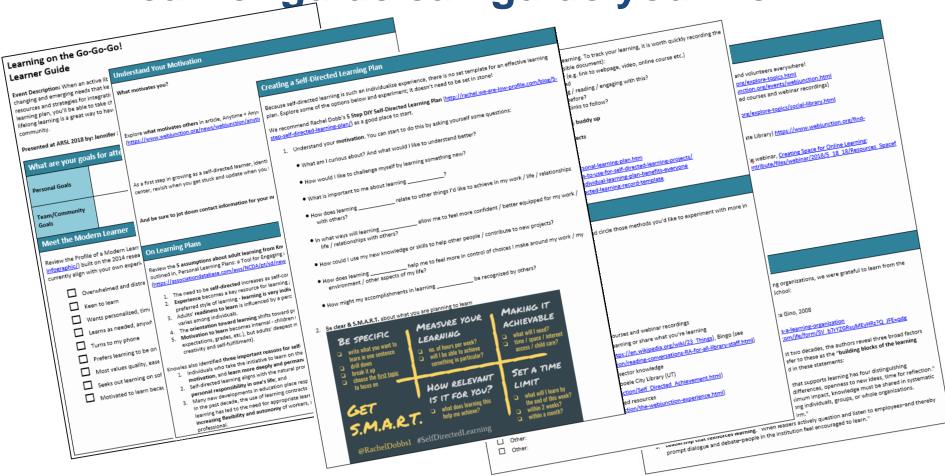
from Gabriel:

I would **also love a copy** if possible from Sarah: me too!

Read Sara's follow up article,
"Today I Bent a Rule"

from Jennifer: Sara, if you're willing, you can send the survey to WJ and we can post to the archive page resources.

A learner guide can guide your flow!



CATALOG HOME MY COURSES WEBJUNCTION.ORG Jen Peterson O



Dashboard ► Site home

UPCOMING WEBINARS

September 18

Revitalizing Library Volunteer Engagement

Library volunteerism is evolving. Gone are the days of looking for tasks to keep your volunteers busy. Libraries are now enlisting high impact volunteers who are bringing unique skills and expertise to enhance the library's mission. Join us to learn how you can harness the power of skilled volunteers in your community and hear success stories of innovative volunteer engagement in libraries of all sizes and budgets.

Participants in this webinar will learn how



Welcome to the WebJunction Course Catalog, where library-specific courses and webinar recordings are available for free to all library workers and volunteers. Through the generous support of OCLC and many state library agencies across the US, WebJunction provides timely and relevant learning content for you to access anytime, from anywhere.

All new learners need to create an account. Select "Log in" at the top right of this page, and then "Create new account." Once you've created your new account, explore the catalog of library-focused self-paced courses and webinars. Certificates of completion will be available to you after you have completed any course or webinar.

Search courses:	Go
ocal Cil Coul Scs.	

http://learn.webjunction.org



Catalog Categories

▶ Manage Staff Development (10)

Jaiary Jaiogo		
▶ Advocacy (6)	Marketing (16)	
▼ Alternative Basic Library Education (ABLE)	Dolder Adults & Seniors (4)	
 Collection Development Sequence (5) ▶ Technical Services Sequence (4) 	▶ Organizational Management(19)	
▶ Public Services Sequence (4)	Dutreach (17)	
Assessment, Evaluation & Planning (22)	Personal Growth & Development (13)	
▶ Children (22)	▶ Programming (18)	
Collections Management (29)	▶ Readers' Advisory (3)	
Create & Deliver Training (9)	▶ Reference(16)	
▷ Customer Service (10)	⊳ Social Media(12)	
D4L: Online Teaching Skills for Library Workers (7)	▼ Space Planning (5)	
▶ eBooks & Devices(11)	Making Space for Active Learning in Your Library (3)	
▶ Friends, Trustees and Volunteers (5)	▶ Teaching Patrons (14)	
▶ Funding(10)	▶ Technology ₍₁₇₎	
Funding (10)	reclinology (17)	

▶ Young Adults & Teens (8)

Over 300 selfpaced courses and webinar recordings!

Certificates available!

New to the Catalog



Media Smart Libraries: Building Partnerships to Support Children in a Digital Age



Coming in October!



Coming very soon!



Supercharged Storytime Facilitator Training



- 100 facilitators trained in how to guide a group through the self-paced Supercharged Storytimes course
- Training on principles and practices of group learning facilitation
- Free, live-online training during November, 2018
- Learn more: <u>oc.lc/supercharged-apply</u>

This project is funded by OCLC and by a grant from the Institute of Museum and Library Services, RE-95-17-0085-17









Small Libraries Create Smart Spaces

15 small libraries over 18-months, transformed their spaces and services. The libraries ranged in size of population served from 570 (Hot Springs, NC) to just over 16,000 (Cornwall, NY).

Find out how the Smart Space libraries made space for active learning

<u>Transformation Stories</u>: These stories capture the trajectory of each transformation in pictures and words, showing the process before, during and after implementation of the Smart Spaces process. <u>Smart Space Videos</u>: Brief (1-2 minutes) videos show the highlights of a selection of Smart Space libraries.

<u>Making Space for Active Learning Course</u>: This self-paced learning experience will guide you through the process of rethinking and reconfiguring physical space to make room for active learning and work with your community to create new services and programs. Free to all library staff!









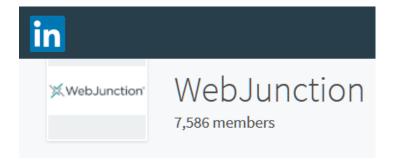
SOCIALIZE YOUR LEARNING



Follow Us!











Library-Related Facebook Resources



Association for Rural & Small Libraries (ARSL)

3.6K like this · Nonprofit Organization



The Shareable Clique

2,860 members



Libraries and the Opioid Crisis



Library Management Group

4.087 members



Library Journal Media/News Company Magazine 92K like this



493 members

Public Library Association (PLA)

15K like this · Chicago, Illinois



Library Think Tank - #ALATT

35,391 members



Let's Move in Libraries

621 like this · Community



Programming Librarian Interest Group 10,481 members



Libraries & Social Media

9.043 members



Social Library

Overview

News

See All



This Social Library is a regular WebJunction feature surfacing some of the amazing work from the libraries that we follow on Facebook. It's a great virtual tour of how libraries are using social media to connect with their communities, promote services and programs, and engage with their patrons and fans. If you'd like to see your library featured in the Social Library series, please let us know via social@webjunction.org, or find us on Facebook.

The Social Library Series spreadsheet (xls) collects all volumes and can be sorted by state, library, a topic.

Facebook image courtesy of the Slover Library, Norfolk, Virgina

Most Recently Added



Last Modified: News / 04 September 2018

For this edition of our Social Library series, we took some time t Libraries & Social Media and The Shareable Clique to find these

The <u>Social Library Series</u>
<u>spreadsheet</u> (xls) collects all volumes and can be sorted by state, library, highlight and topic



Last Modified: News / 04 September 2018

In this latest Social Library edition, you'll learn about a record-breaking card campaign, catapulting zucchinis, bird feeders, film dispictorial knitting. We highlight innovative approaches to programming and outreach discovered on Face...

Social Library, Volume 114

Last Modified: News / 21 August 2018

http://www.webjunction.org/explore-topics/social-library.html

Top 25 Topics

	partnerships	27
	teens	26
	inclusion	25
	reading incentive program	20
	community engagement	18
	social media	17
	workshops	17
	health	16
	marketing	15
	contest	14
	fundraising	14
	STEM/STEAM	14
	garden	12
>	early learning	11
	tie-in	11
	advocacy	10
	readers advisory	10
	summer reading	10
	writers	10
	music	9
	national library week	9
	storytime	9
	art	8
	banned books	8
	Library Card Sign-up Month	8
ľ		



Enhance your learning





Learn with a cohort

- Come together as learners (colleagues, FOL, Board...)
- Learners acquire a common language about the topic
- Post-event discussion to find local relevance of the topic
- Brainstorm ways to apply learning to your work
- Team action plans
- Shared learning plan/goals

And with your conference buddy!



"den virtual conference apr 25, 2009 6-2" by F Delventhal is licensed under CC BY 2.0



Growing a Culture of Learning

Learning is the business of libraries

Motivate self and others

Model learning

Be life-long learners

Support learning relationships

Learning Organizations!



Thank You!

Jennifer Peterson

WebJunction Community Manager, OCLC Research petersoj@oclc.org

Today's Slides and Learner Guide on WebJunction:

webjunction.org/news/webjunction/learning-go-go-go.html

Or search WebJunction.org for Learning on the Go-Go-Go!

Because what is known must be shared.

