Learning on the Go-Go-Go!

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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 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.

- 37% of the global workforce is expected to be "mobile" by the end of 2015.
- 30% of full-time employees do most of their work somewhere other than the employer's location.
- 20% 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 jobs, employees access:
  - search engines: 70%+
  - social media: 50-60%
  - people: 70%

- People are increasingly turning to their smartphones to find just-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 asking other people: at Google, 55%.
- Of training courses are delivered by an explosion 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.

- 2½ to 5
- 38%
- 62% of workers who say they have opportunities for learning and growth at their workplace.

Source: The Knowledge Workers' Day: "A New Look at the Work and Methods of Knowledge Workers" Bersin by Deloitte ©2015. All Rights Reserved.
When you find time for learning?

- Most of my continuing education is done during work hours. 44%
- All of my continuing education is done during work hours. 39%
- Most of my continuing education is done on my own time, outside of work. 12%
- All of my continuing education is done on my own time, outside of work. 5%

WebJunction 2018 Satisfaction Survey
The modern learner…

1. 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 Klengele 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

1. 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**.

5. **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).
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

4. Make a **public commitment** to your learning & **buddy up**

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

http://rachel.we-are-low-profile.com/blog/5-step-self-directed-learning-plan/
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

Credit: [How The Individual Learning Plan Benefits Everyone](https://www.teamfluent.com/individual-learning-plan/) by Ilie Ghiciuc, Teamfluent
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. 23 Things, Bingo (see WCLS)

• Tap local resources, internal knowledge, cross-sector knowledge

• Listserv learning (new ARSL series on WJ!)

• Self-directed achievement, 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

WATCH THIS WEBINAR: http://www.webjunction.org/events/webjunction/Self_Directed_Achievement.html
SDA PROCESS OVERVIEW

PARTICIPANT
- Determine my SDA goal
- Dedicated SDA hour
- Record in my training log

SUPERVISOR
- Schedule SDA hour
- Learning Partner?

WEEKLY MEETING
15 minutes • 3 questions

LEARN
RECORD
REPEAT
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?
LEARNING SOURCES

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

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
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.
Topic Areas

Library Service
- Access & Equity
- Children
- Collections Management
- Customer Service
- Health Happens in Libraries
- Marketing
- Older Adults & Seniors
- Outreach
- Programming
- Readers' Advisory
- Reference
  - Social Library
- Spanish Speakers
- Teaching Patrons
- Workforce Services
- Young Adults & Teens

Management
- Advocacy
- Assessment, Evaluation & Planning
- Budgets & Funding
- Friends, Trustees & Volunteers
- Job Descriptions
- Legal Responsibilities & Ethics
- Organizational Management
- Partnerships & Collaboration
- Policies
- Space Planning

Staff Training & Development
- Competencies
- Create & Deliver Training
- Manage Staff Development
- Personal Growth & Development

Technology
- eBooks & Devices
- Digital Inclusion
- Managing Public Computers
- Social Media
- Technology Planning
- Website Design
WebJunction Projects

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...
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 self-paced Supercharged Storytimes course. Supercharged Storytimes is a research-based 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
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 WebJunction Course Catalog »

18 September 2018
Revitalizing Library Volunteer Engagement
This webinar explores new trends in library volunteerism and presents practical steps to recruit skilled volunteers to help grow your community of library advocates and supporters.

27 September 2018
Literacy and Community-Building for Adults with Intellectual Disabilities
In this webinar, learn about Next Chapter Book Club and how to grow inclusive outreach to and engagement with adults with intellectual and developmental disabilities.

03 October 2018
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 your library is helping individuals and communities achieve their goals.
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 communities 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 needs of these patrons and to cope with compassion fatigue. This webinar will provide practical insights on providing 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 that 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, Founding Whole Person Librarian, 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)

Related Resources and Links

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

from Sarah: me too!

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

A learner guide can guide your flow!
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.

http://learn.webjunction.org
Catalog Categories

- Advocacy (6)
- Alternative Basic Library Education (ABLE)
  - Collection Development Sequence (5)
  - Technical Services Sequence (4)
  - Public Services Sequence (4)
- Assessment, Evaluation & Planning (22)
- Children (22)
- Collections Management (29)
- Create & Deliver Training (9)
- Customer Service (10)
- D4L: Online Teaching Skills for Library Workers (7)
- eBooks & Devices (11)
- Friends, Trustees and Volunteers (5)
- Funding (10)
- Manage Staff Development (10)
- Marketing (16)
- Older Adults & Seniors (4)
- Organizational Management (19)
- Outreach (17)
- Personal Growth & Development (13)
- Programming (18)
- Readers' Advisory (3)
- Reference (16)
- Social Media (12)
- Space Planning (5)
  - Making Space for Active Learning in Your Library (3)
- Teaching Patrons (14)
- Technology (17)
- Young Adults & Teens (8)

Over 300 self-paced courses and webinar recordings!
Certificates available!
New to the Catalog

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

Supercharged Storytimes

Grantseeking for Libraries

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: oc.lc/supercharged-apply

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

Transformation Stories: 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.

Smart Space Videos: Brief (1-2 minutes) videos show the highlights of a selection of Smart Space libraries.

Making Space for Active Learning Course: 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
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5,103 likes

What do you geek?
Geek the Library
70,041 Likes

LinkedIn
WebJunction
7,586 members

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The learning place for libraries.

Tweets 6,681
Following 1,277
Followers 6,412
Likes 1,539
Lists 8
Moments 0

Tweets Tweets & replies Media
WebJunction @WebJunction · 8s
Join us for our next #Webinar 3/29 about Intergenerational Programs at the Library webjunction.org/events/webjunc...
Library-Related Facebook Resources

Association for Rural & Small Libraries (ARSL)
3.6K like this · Nonprofit Organization

Libraries and the Opioid Crisis
493 members

The Shareable Clique
2,860 members

Library Management Group
4,087 members

Library Journal
Media/News Company Magazine
92K like this

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

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

- Learner guides
- Co-learners, learning circles or cohorts
- Webinar viewing together or follow-up discussion
- Integrate into learning plans / performance expectations
- Motivating fellow learners to take the next step
- Growing a “learning organization”
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!
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!

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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!