

Wednesday, July 11, 2018

# WebJunction: The Learning Place for Libraries

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# Agenda

- About WebJunction
- WebJunction Tour
- WebJunction Projects
- Questions!



The learning place for

# libraries

# WebJunction...



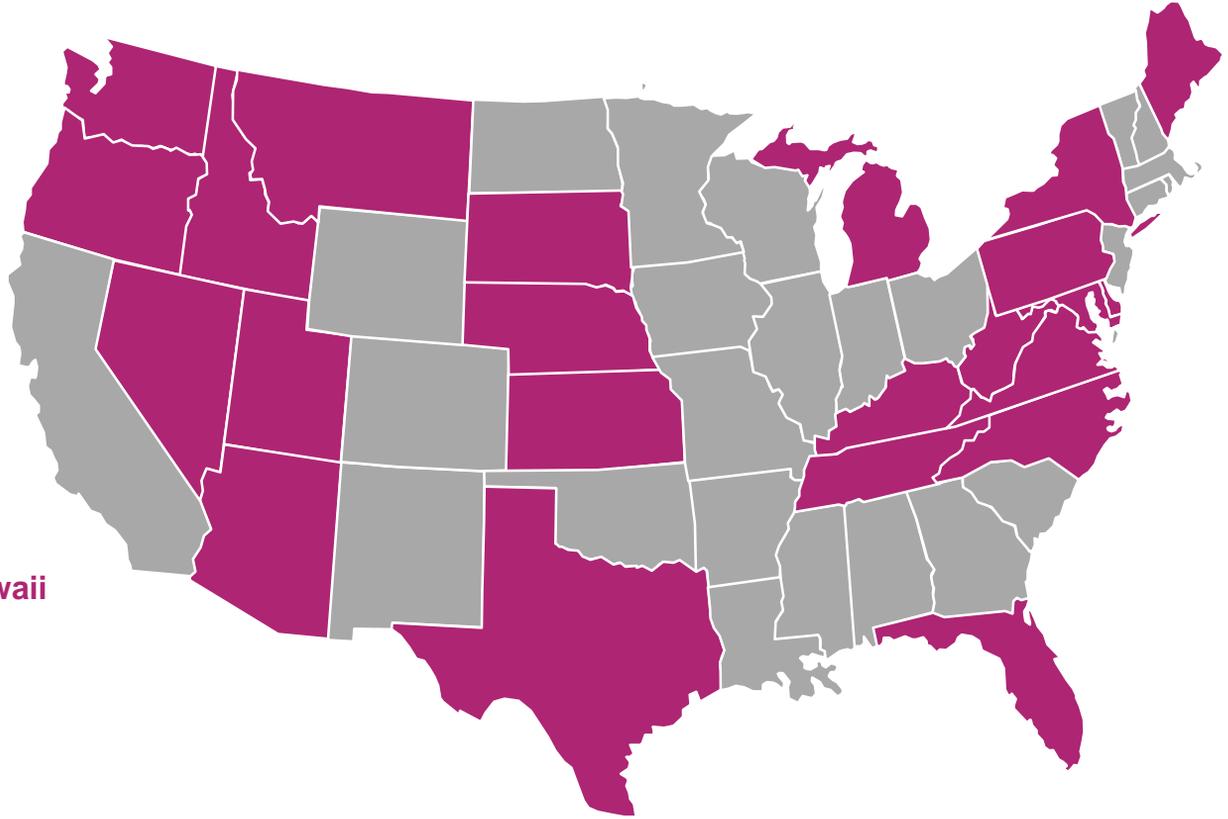
- builds the **knowledge, skills, confidence** of library staff
- designs, tests and spreads **promising practices and approaches**
- helps libraries **make measurable differences** in their communities

# WebJunction...



**is free and open to all.**

# State libraries – 24 supporters



# The WebJunction Collection



Articles and Resources  
Crossroads Newsletter  
Social Media  
Social Library  
Webinars  
Recorded Webinars  
Self-paced Courses  
Our Projects  
You!



## Library Offers Training to Enhance Job-readiness in the Community

Kendra Morgan / Published: 15 February 2018

In 2016, Berkeley County in South Carolina was seeing an increase in businesses opening or moving to the area, bringing new job opportunities for community members. The Berkeley County Library System, along with their partners with the local school district's Adult Community Education program and the Chamber of Commerce knew that they could support local residents by helping to build the job skills needed for the new employers and the available positions. Together, they partnered on an application for a Google Data Center Community grant that would support the organizations in delivering training to under- or unemployed members the community.



### 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 Library](#)

[Measure Your Impact: Getting Started with Outcome-Based Evaluations](#)

[Trauma Informed Services in the Library: Understanding and Serving our Community](#)

[Subscribe](#)

<https://webjunction.org>

A man with a large afro and a woman with long hair are looking at a laptop in a library. The man is smiling and pointing at the screen. The woman is leaning over him, looking at the screen. The background is filled with bookshelves.

*Shoestring  
Digital Media Lab*

*Lawyers in Libraries*

*Attributes of a  
Modern Library*

*Virtual Storytimes*

*Responding to Hunger:  
Summer Meals and  
Backpacks*

[Course Catalog](#)[Webinar Calendar](#)[Topic Areas](#)[Our Projects](#)[About Us](#)

## 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](#)

# Competencies

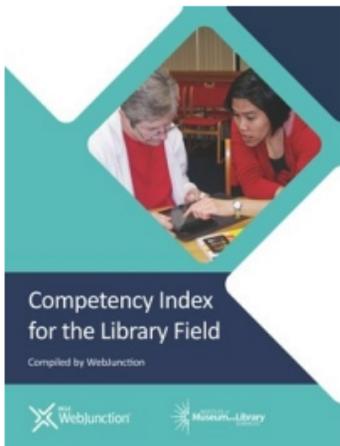
Overview

Documents

News

Webinars

See Also



The purpose of compiling competencies for library practice is to help libraries of all sizes and types build the foundation of competencies that will help them to develop staff skills and knowledge and ultimately to help meet the needs of the community. Take a look at competency sets from around the library field and learn how competencies can be applied in your library.

Competencies evolve as communities, libraries, and demands on staff evolve. The updated WebJunction [\*Competency Index for the Library Field 2014\*](#) reflects that evolution, with increased emphasis throughout on 21<sup>st</sup> century skills, accountability, and community engagement.

## Most Recently Added



### [Library Staff Competency Collections](#)

Last Modified: Document / 05 July 2017

A list of competencies documents from a variety of libraries and library organizations.

<https://www.webjunction.org/explore-topics/competencies.html>

## 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](#)



[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](#)

## [Wikipedia + Libraries Releases Curated Course Curriculum for Library Trainers](#)

WebJunction / Published: 05 June 2018

WebJunction is pleased to announce that the curated and consolidated curriculum, slides, and handouts for its nine-week [Wikipedia + Libraries: Better Together](#) course are now available for use and adaptation for free under the terms of Creative Commons Attribution-Share Alike 4.0 (CC BY-SA 4.0) licensing.

Compiled specifically for library trainers, the curriculum guides trainers on their own journeys with Wikipedia so they can learn about engagement, editing, and outreach, and will be able to confidently lead training programs at their libraries.

Posted In: [Wikipedia + Libraries: Better Together](#)



## Subscribe



[Sign up to receive Crossroads.](#)  
WebJunction's newsletter for library learning.

[Browse recent issues >](#)

# WebJunction Projects



Wikipedia + Libraries  
Better Together



WIKIPEDIA



Small Libraries Create Smart Spaces



# Newsletter



- Two issues each month
- New articles
- Upcoming webinars
- Catalog highlights

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](mailto:social@webjunction.org) - your stories are at the heart of what we do!

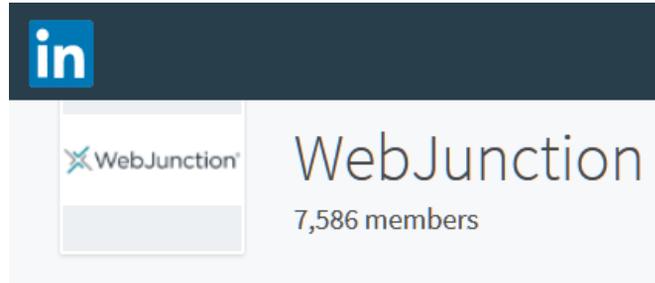


*Romeo the bull visits the Ashe County Library as part of their "Involving Books" program. Photo courtesy of the Ashe County Library.*

<https://www.webjunction.org/explore-topics/wj-news/crossroads.html>

# Social Media

Follow Us



Tweets	Following	Followers	Likes	Lists	Moments
<b>6,225</b>	<b>1,262</b>	<b>6,344</b>	<b>1,297</b>	<b>8</b>	<b>0</b>

**WebJunction**  
@WebJunction  
The learning place for libraries.

**Tweets**   **Tweets & replies**   **Media**

**WebJunction** @WebJunction · 8s  
Join us for our next #WJwebinar 3/29 about Intergenerational Programs at the Library [webjunction.org/events/webjunc...](http://webjunction.org/events/webjunc...)

# 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](mailto:social@webjunction.org), or find us on [Facebook](#).

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

Facebook image courtesy of the [Slover Library](#), Norfolk, Virginia

## Most Recently Added



### [Social Library, Voters' Edition](#)

Last Modified: News / 11 October 2016

Today is National Voter Registration Day and so we thought it only appropriate to feature in this edition of the Social Library, some of the ways in which libraries are raising awareness for voters in their communities. From voting workshops to mock ...

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

## 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 >>](#)



**JUNE 21-26, 2018**  
ALA American Library Association

### [Wikipedia + Libraries Releases Curated Course Curriculum for Library Trainers](#)

WebJunction / Published: 05 June 2018

WebJunction is pleased to announce that the curated and consolidated curriculum, slides, and handouts for its nine-week Wikipedia + Libraries: Better Together course are now available for use and adaptation for free under the terms of Creative Commons Attribution-Share Alike 4.0 (CC BY-SA 4.0) licensing.



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

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 [WebJunction Course Catalog »](#)

## Upcoming Webinars

JUN

12

12 June 2018

### [Making Space for Active Learning in Your Library](#)

During this webinar, learn from libraries who have reimagined and reconfigured "smart spaces" for active learning, using a combination of placemaking and design thinking principles and strategies.

JUN

13

13 June 2018

### [Learning and Growing Together: WebJunction, the Learning Place for Libraries](#)

This webinar, hosted by OCLC, will provide a 30-minute overview to WebJunction's learning opportunities and projects.

<https://www.webjunction.org/events/webjunction.html>

# 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.

Presented by: **Mallory Pillard**, Director, Carnegie Public Library, Trinidad, CO; and **Sara Zettervall**, Founder, [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.

### Date

21 February 2018

### Time

3:00 PM – 4:00 PM  
Eastern Standard Time, North America  
(UTC -5)

### Venue

Webinar

[World Clock: Other time zones](#)



Webinar presenter Mallory Pillard

## 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

 29 March 2018

[Intergenerational Programs at the Library: Connecting Generations for Healthy Communities](#)

 17 April 2018

[Voter Perceptions of Libraries: Getting From Awareness to](#)



# WebJunction® Course Catalog

The learning place for libraries.

Dashboard ▶ Site home

## UPCOMING WEBINARS

February 21

### Homelessness in Small and Rural Communities: Libraries Can Help!

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



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

<https://learn.webjunction.org>

Menu

- ▶ Introduction
- ▶ Extreme Customer Service
- ▼ The 6 Elements of Extreme Customer Service
  - Convenience
  - Comfort
  - Hospitality
  - Quality
  - Trust
  - WOW
- ▶ Library Customer Service
- ▶ Obstacles - Failures - Mistakes
- ▶ The Customer Service Matrix
- ▶ How Do You Perform?
- ▶ Resources & Chapters Completed

## Libraries as community - a place to interact, share ideas



- Gathering places with relaxed seating - Not at work - and not at home

Select the element below that best matches this scenario. Then, select Submit.

Convenience

Comfort

Hospitality

Quality

Trust

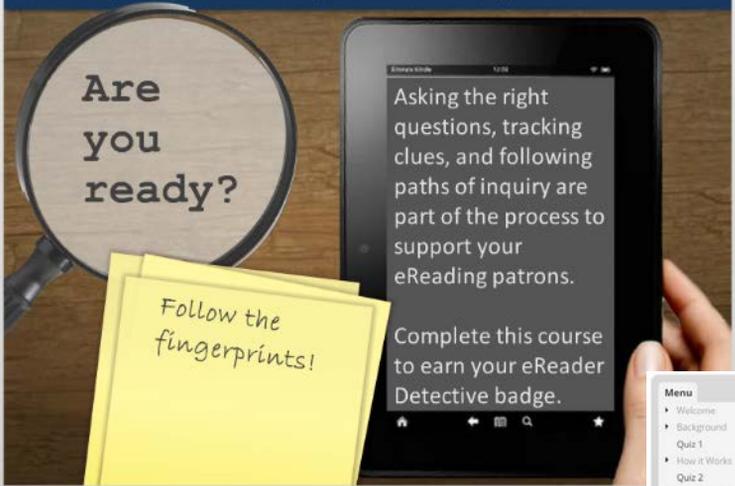
WOW



< PREV

NEXT >

## e-Reader Detectives: Solving the case for your library patrons



# Self-paced courses

The screenshot shows a course interface for "Shelving with Dewey". On the left is a "Menu" with a list of items: Welcome, Background, Quiz 1, How it Works, Quiz 2, Purpose of Accurate Shelving (highlighted), Purpose of Accurate Shelving (sub-item), Four purposes, Correct or lost, The right order, With decimals, More decimals, Decimal rule, Alphabetic, Quiz 3, Additional Information in the Call..., Quiz 4, Special Situations and Tricky Tech..., Quiz 5, Shelving Simulations, Quiz 6, Shelving in Action, and Course Status. The main content area on the right has a dark background with the title "Purpose of Accurate Shelving" in white. To the right of the text is a photograph of a stack of books with a pen resting on top. At the bottom right of the interface are "PREV" and "NEXT" navigation buttons.

- Training content



# Enhance your learning



# Social Learning



Photo by [Cindi](#) on [Flickr](#) / [CC BY-NC 2.0](#)

Learning online is not learning alone.

# Learning Plan: Find Time and Content



What days or times work best for me?

Identify a few topics to explore

Identify upcoming webinars to register for and attend

Identify webinar recordings you'd like to view in the next few months

Identify self-paced courses on [learn.webjunction.org](https://learn.webjunction.org)

