

Learning at the Speed of Libraries

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Novelist®



<http://www.flickr.com/photos/erichris/30322687>





My 1st Library



Renovated Library

"My 3rd Place"





My future library?



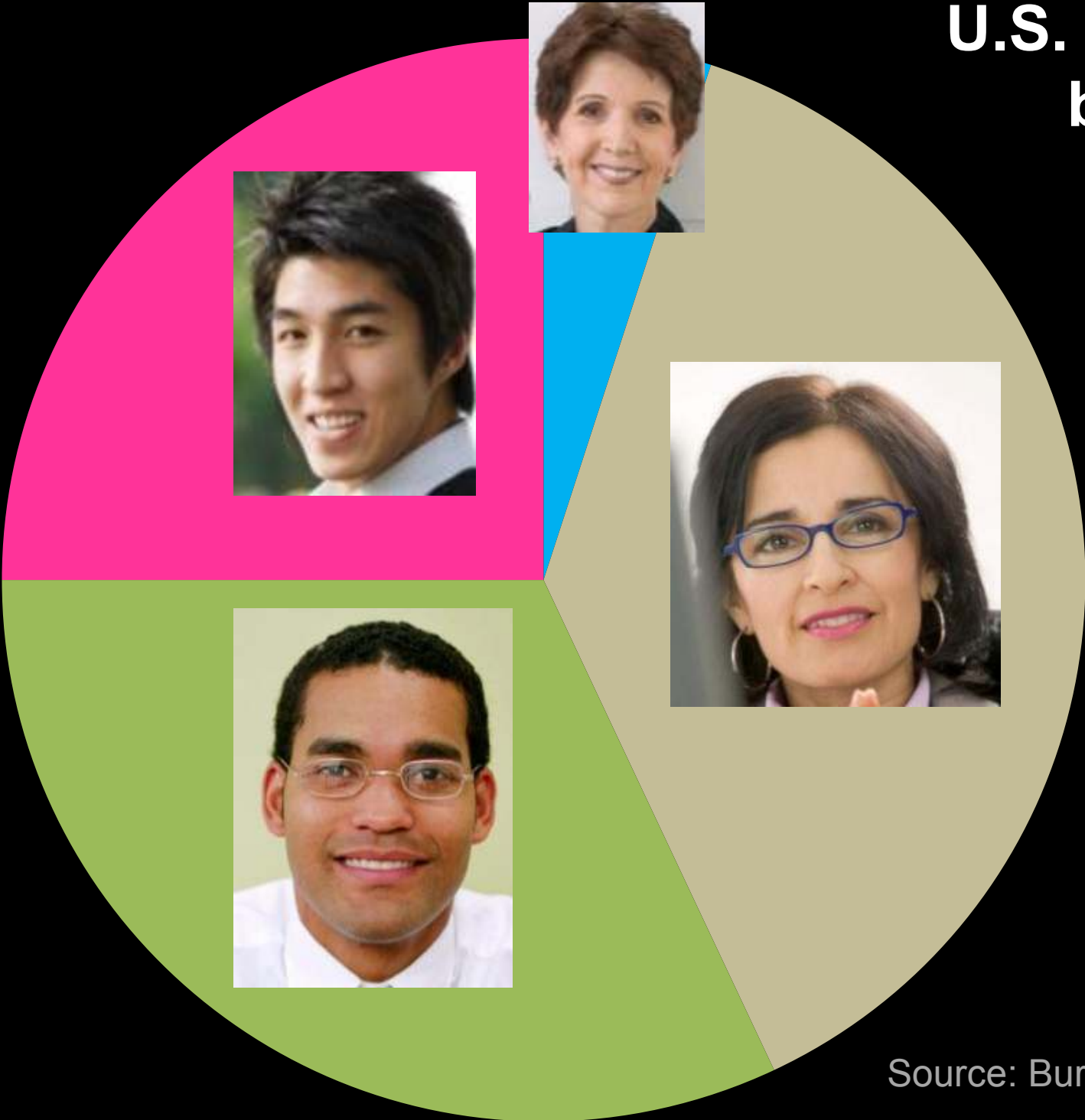


Change



“Change is the only constant.”
– Heraclitus, Greek philosopher

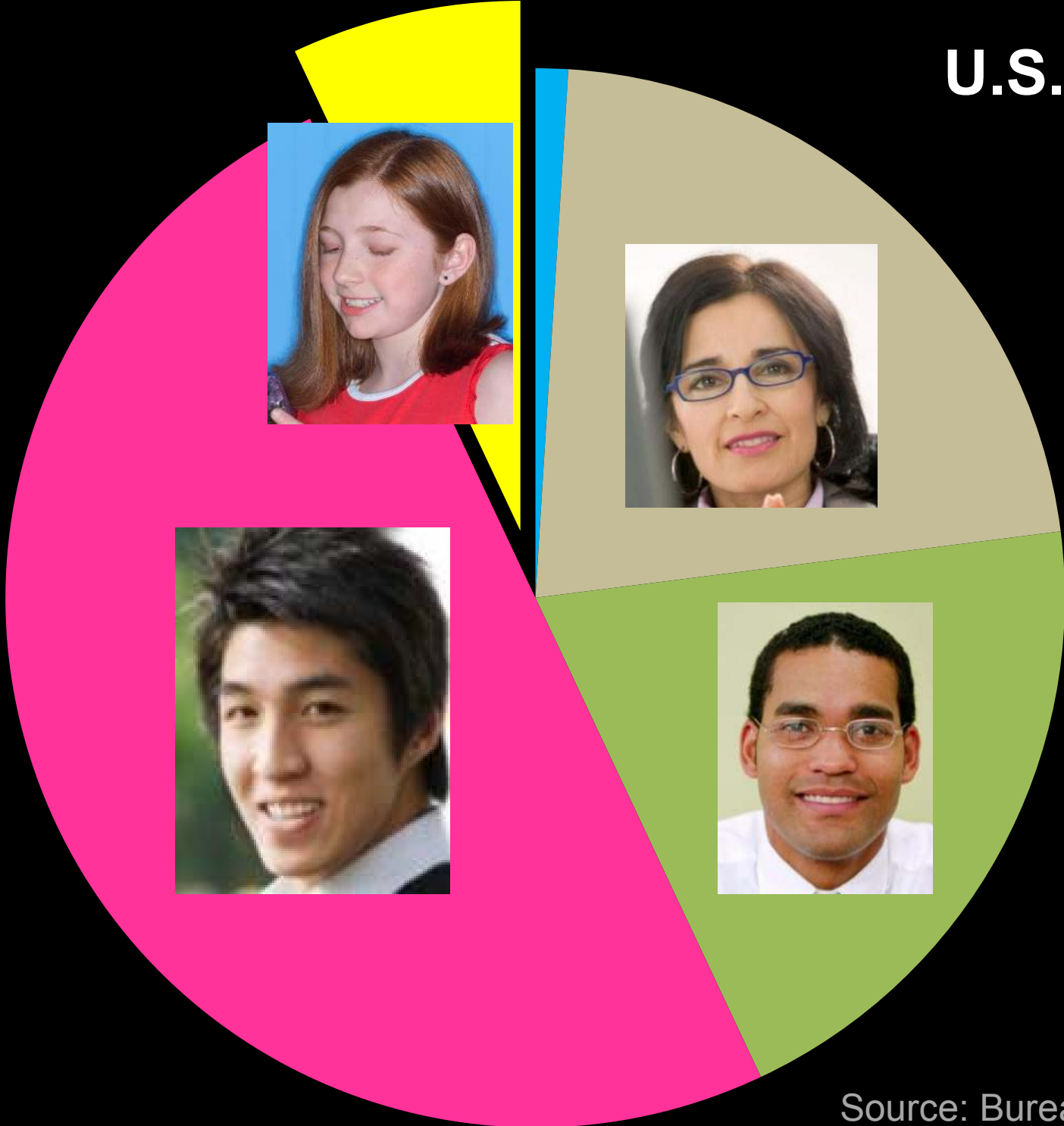
U.S. Workforce by Age 2011



- Matures 5%
- Boomers 38%
- Gen X 32%
- Gen Y 25%

Source: Bureau of Labor Statistics

U.S. Workforce by Age 2020

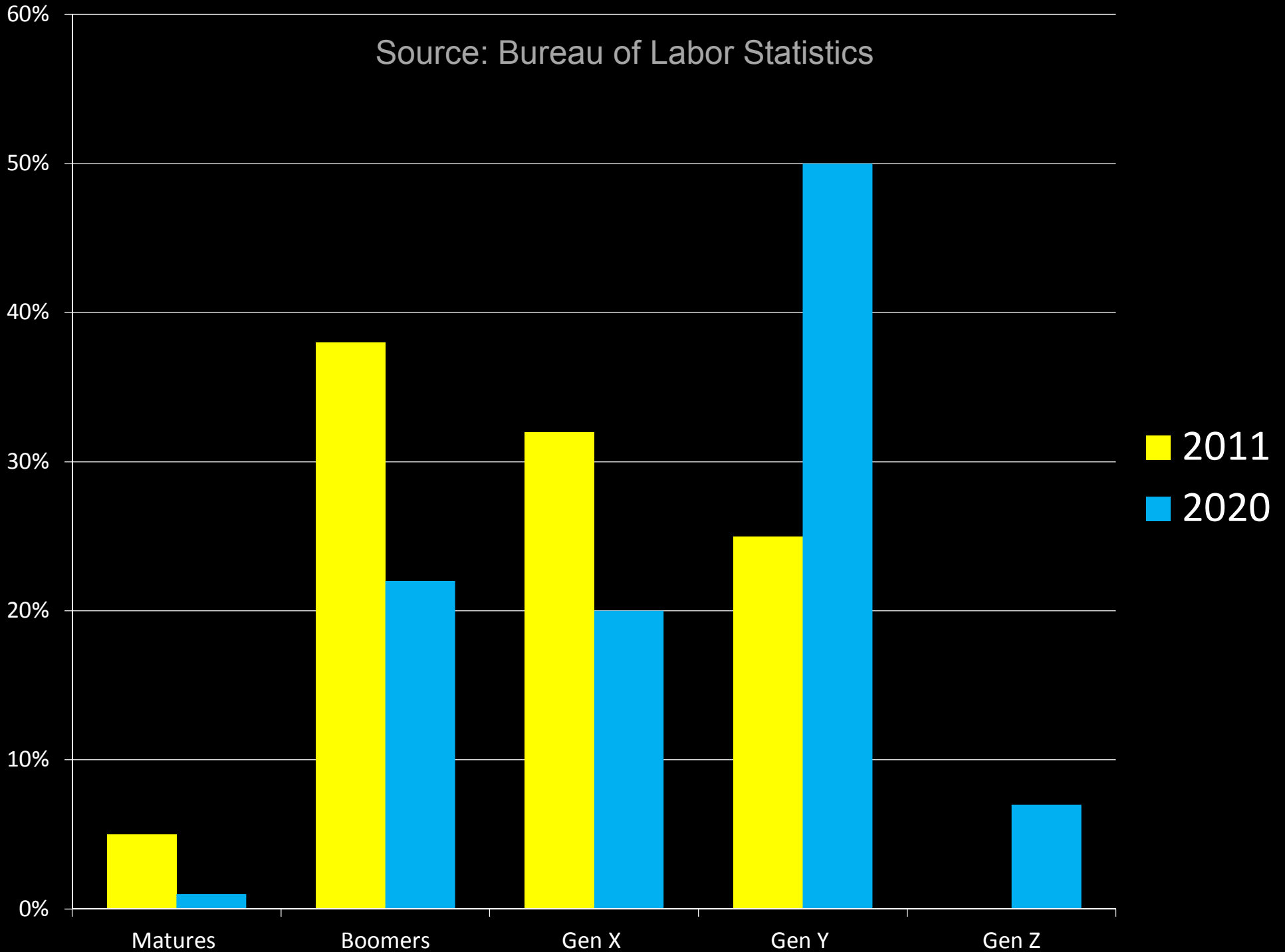


- Matures 1%
- Boomers 22%
- Gen X 20%
- Gen Y 50%
- Gen Z 7%

Source: Bureau of Labor Statistics

U.S. Workforce by Age in 2011 vs 2020

Source: Bureau of Labor Statistics





Future Employee, Student, Patron



Future Employee, Student, Patron



Future Employee, Student, Patron



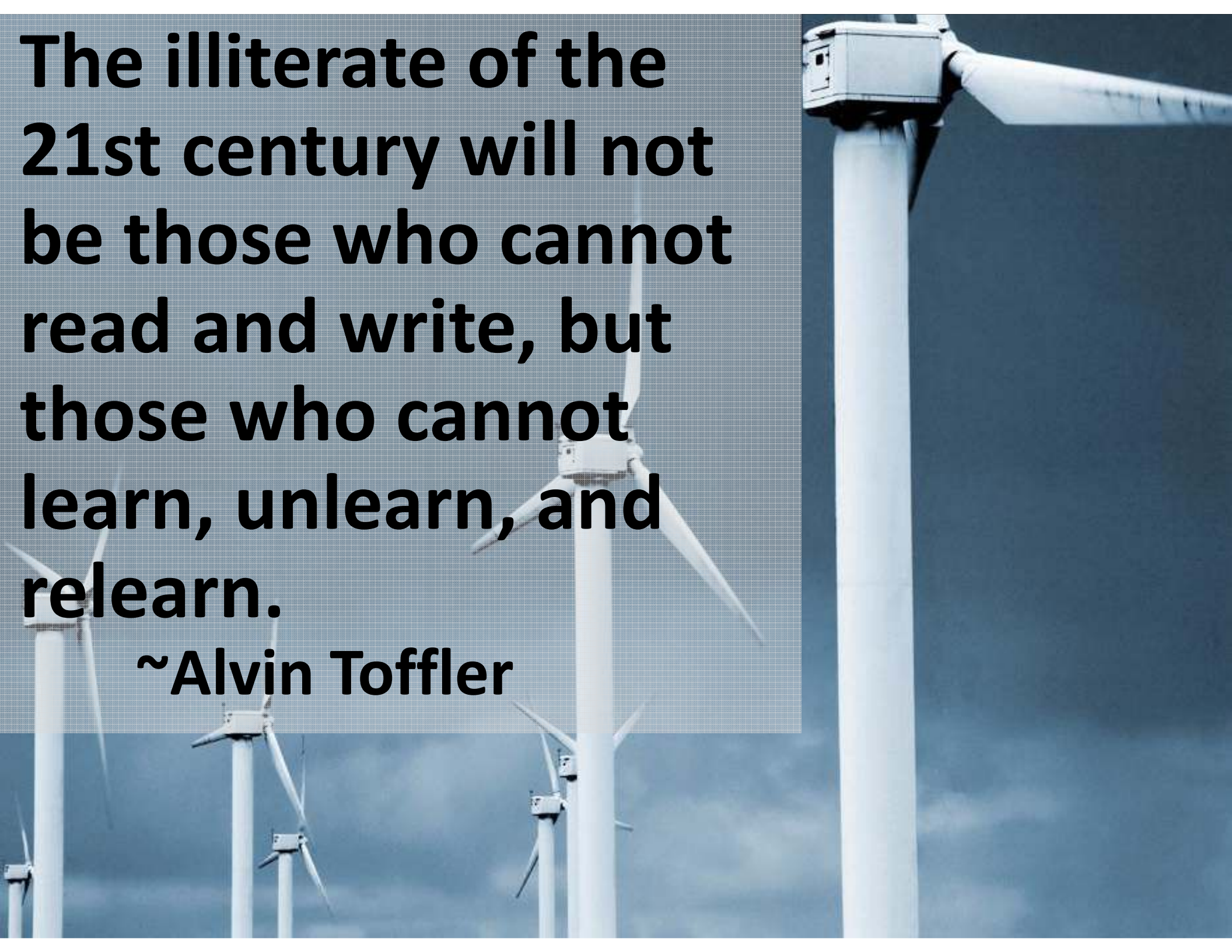
Future Employee, Student, Patron




**How do we cope with
such rapid change?**

The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn.

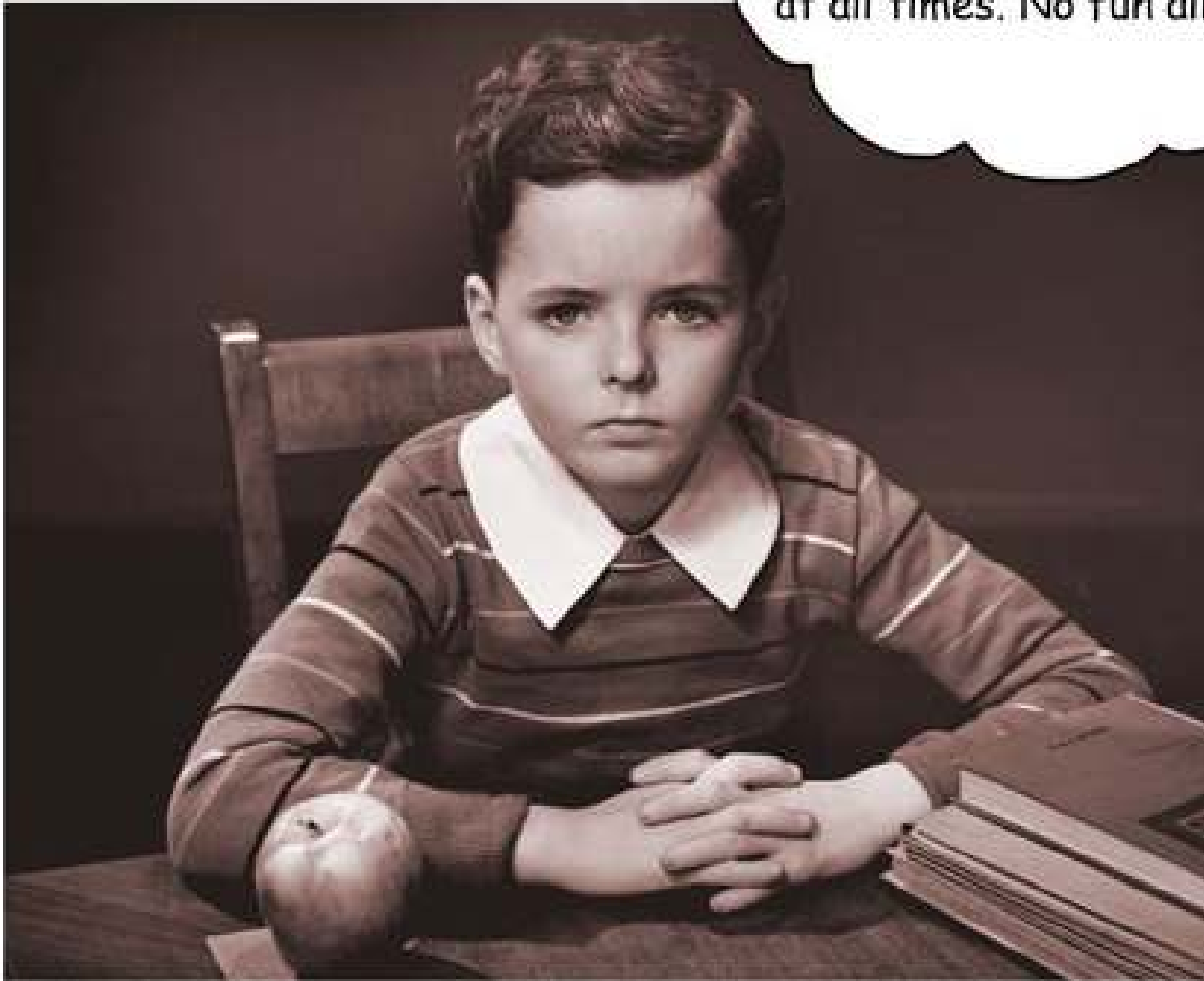
~Alvin Toffler





**What does learning
look like?**

Everyone knows learning must be serious and difficult and you must remain seated at all times. No fun allowed.



define: Training

to **make proficient** by instruction and practice, as in some art, profession, or work

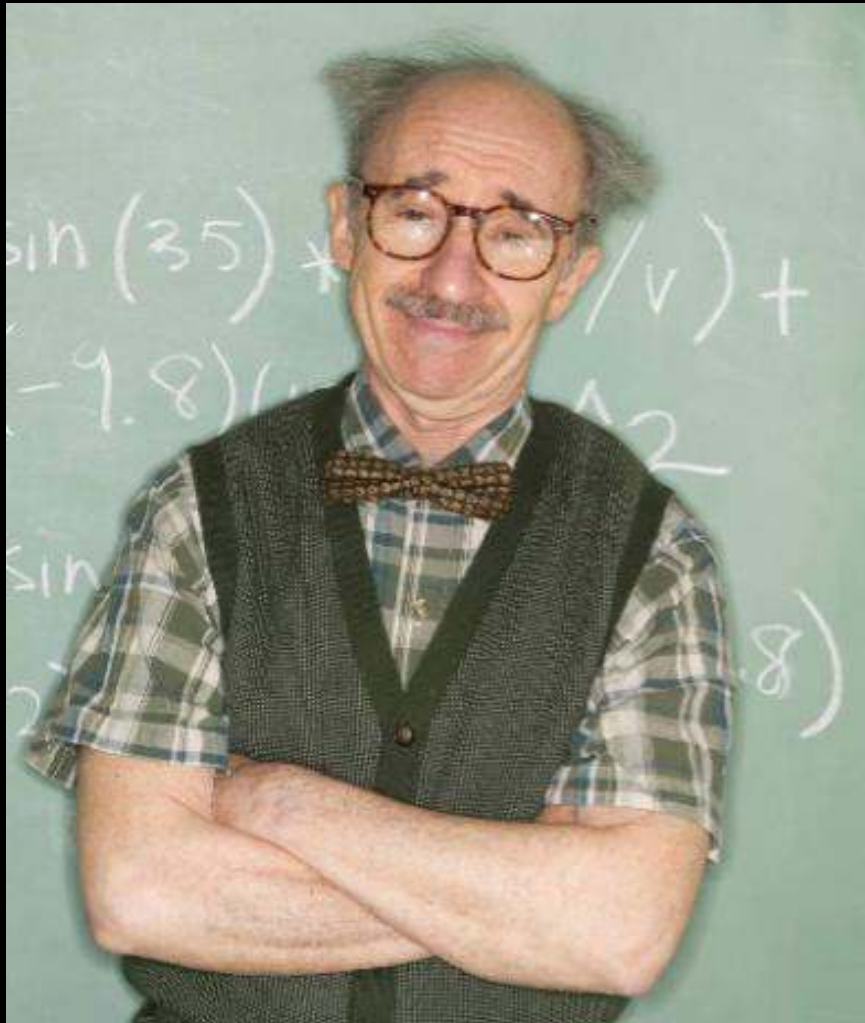
define: Training

to **make proficient** by instruction and practice, as in some art, profession, or work

define: Learning

to **acquire knowledge** of or skill by study, instruction, or experience

Training



Learning



Training

- Trainer-led
- Trainer centered
- Organization focused
- Be there! Set time and set location
- Doesn't necessarily result in learning

Learning

- Participant-led
- Self-directed
- Learner centered
- Individual focused
- Anytime, just-in-time
- Anywhere
- Learning "Moments"

OWNERSHIP

Real learning is not what most of us grew up thinking it was.

~ Charles Handy



Then

Limited print
access

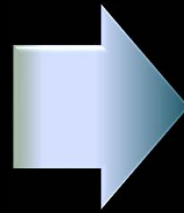


Now

Unlimited
information
online

Then

Facts and info
spoon fed



Now

Discovery,
inquire
approach

Then

Pencil, pen,
paper, word
processor



Now

Powerful
multimedia
tools

Then

Textbook as
primary source



Now

Multiple sources
mostly visual,
electronic

Then

Teacher:
Evaluate &
assess



Now

Teacher:
Frame &
Guide

Then

Goal: Master
facts &
content



Now

Goal: Learn
skills &
problem solve

Then

Learning content
that may not be
used in life



Now

Evaluation skills
for lifelong
learning



**Embrace informal
learning**

Teachable moment?



The information people
need to do their jobs
is usually not found here

ASSOCIATION
OF MIDWINTER MEETING

Networking Uncommons



SANDRA SMITH
DENVER PUBLIC LIBRARY
DENVER, CO
LIBRARY MEMBER

Welcome
LIBLIME
open source solutions

open source

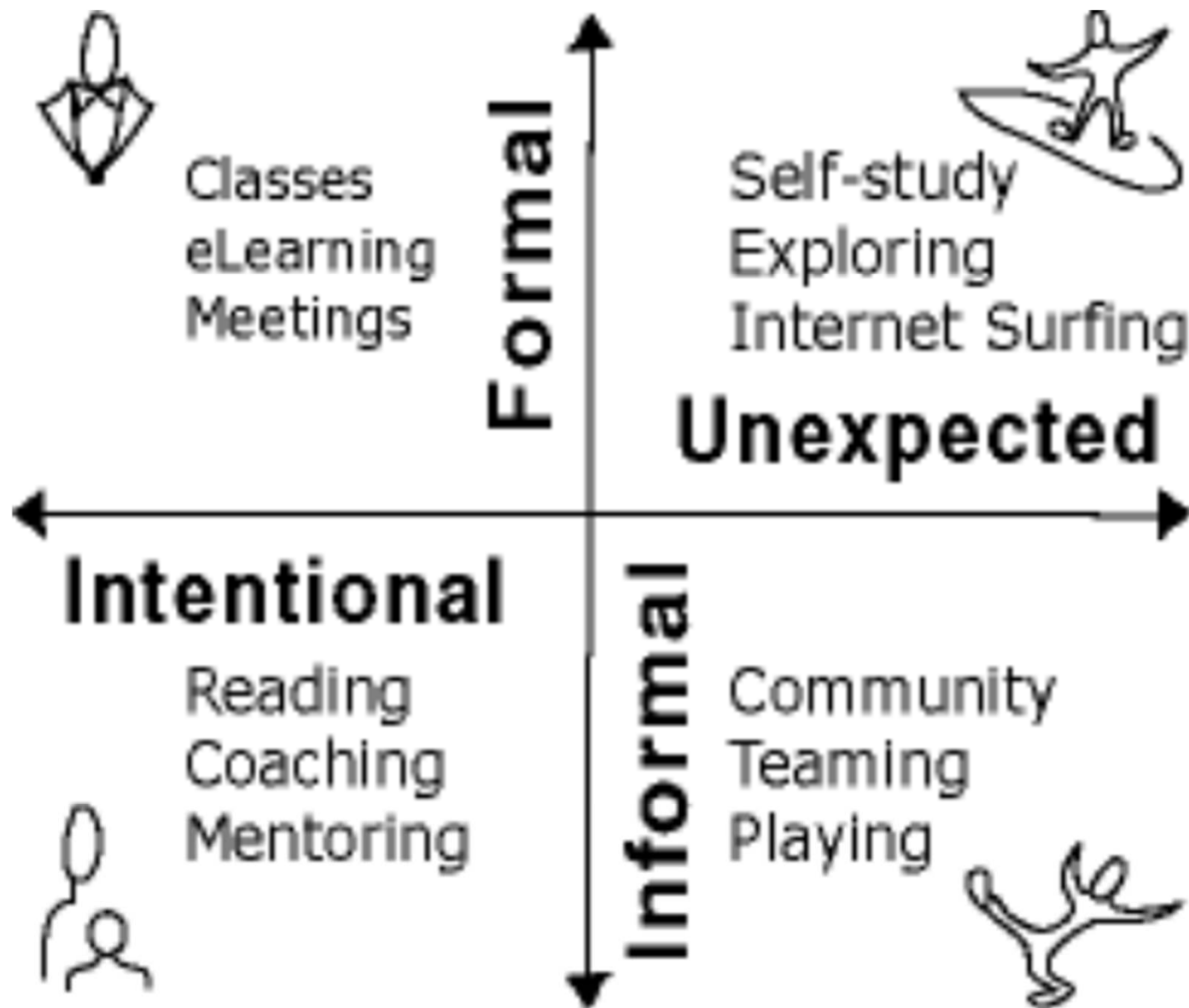
TI

“Only 10-20% of ‘training’ transfers to the job.”

~ Jay Cross Informal Learning

“Informal learning accounts for over 75% of learning taking place in organizations today.”

~ Marcia Conner



(c) Marcia L. Conner, 2004

From this:



to this:





Creating a Culture of Learning



STAFF ARE OUR MOST CHERISHED RESOURCE

1b) The community will benefit from a library system that is a preferred employer, with a dedicated and well-trained staff that reflects our diverse community.

Strategy: The library will implement a program that supports the development of a highly-skilled, collaborative and competent workforce.

Measurement: Implementation of all phases of the Human Resources Program shown in this time line:

- Jan-09 Deploy HR on-site visits
- Mar-09 Establish and use Learning Council, integrate the benefits process into HR, develop "hiring for system" approach, establish common review date
- Jun-09 Create training studio, launch telecommuting program, FMLA communication packet, increase the Library's presence at job fairs, implement diversity program, redesign HR/Training pages on intranet
- Sep-09 Train for synchronous learning platform, update competency expectations for staff, revise scheduling processes, review Policies and Procedures Manual
- Dec-09 Improve performance management, establish learning objectives for all staff, develop leadership competencies, conduct benefits/retirement fairs

Supports Strategic Outcome: Become a preferred employer nationally and among libraries.

Human Resources

[HR Home](#)[Employee Relations](#)[Compensation](#)[Training](#)[Benefits](#)[Employment Opportunities](#)[Contact Us](#)

General HR Information

Welcome to the Library's Office of Human Resources. Whether you're an applicant, current employee or just curious about our working environment, we hope you will find the information here of value. If you have any questions, please don't hesitate to contact us.

- [Library Mission, Vision & Core Values](#)

- **Charlotte Mecklenburg Library**

[Main Library](#)

310 North Tryon Street

Charlotte, NC 28202

Phone: 704.416.0611

Fax: 704.416.0677

[Email Us](#) for employment opportunity queries or status of an application.



Training

We are in the information business, so keeping up with new ideas, trends, policies, etc. is an important part of every job at the Library. We provide a variety of training opportunities to all employees through conventional classroom methods, e-learning, conferences, and seminars. The Library is committed to keeping our employees informed and knowledgeable in order to provide reliable and accurate information to our customers.

Benefits

Employees in regular full-time and regular part-time positions are eligible for benefits. The Library provides a wide variety of benefits to its employees.

- **Medical & Dental Insurance**

Medical and dental insurance is available to eligible employees beginning on their first day of service. The Library provides medical insurance through CIGNA in either a basic or extended plan. Dental coverage is administered by Benefits Management Systems.

**ORIENTATION
CHECK IN**

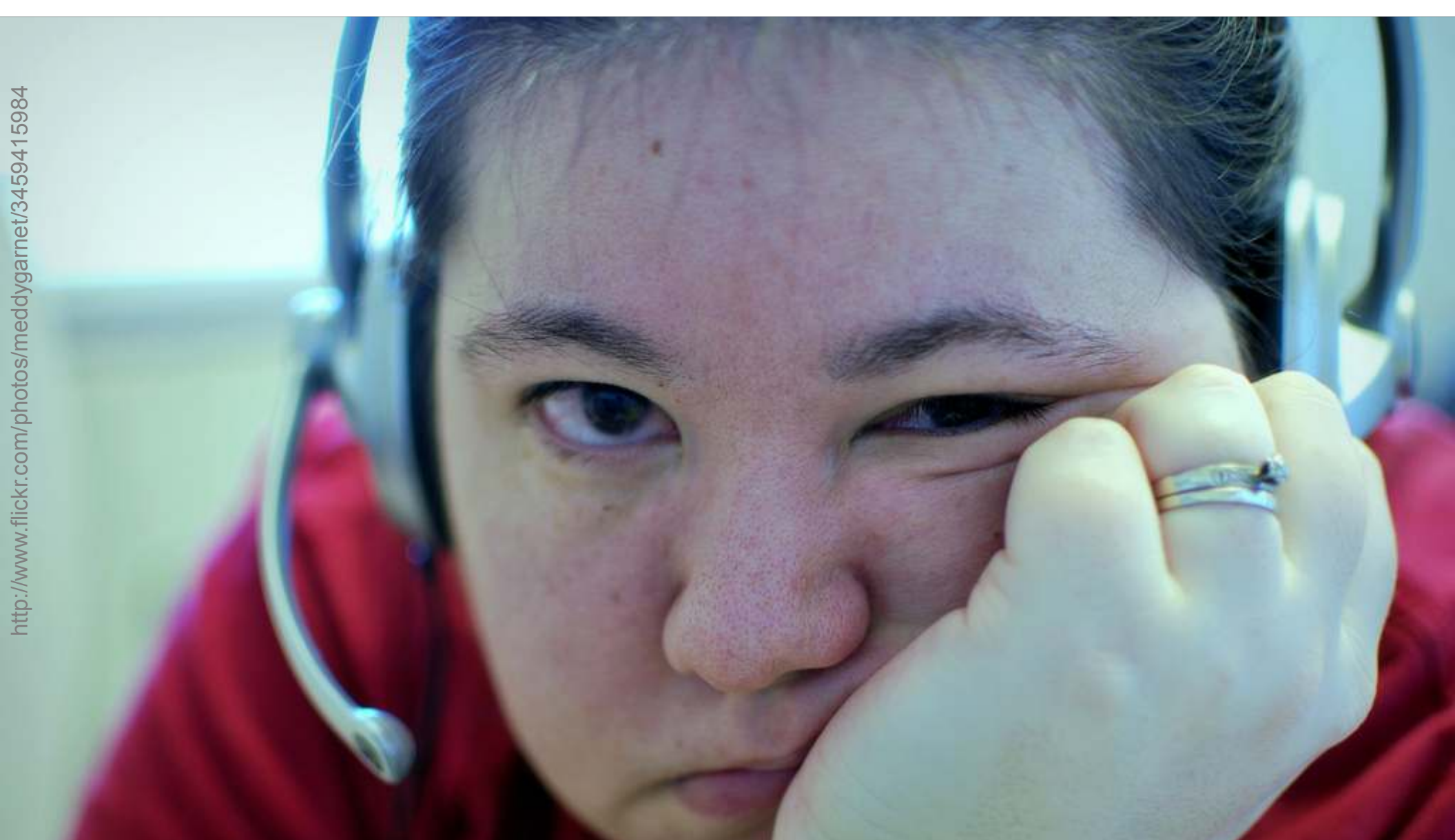


EMPLOYEE EVALUATION FORM

Employee Name	
Employee Title	
Period Covered	
Evaluation Date	

	Excellent	Very Good	Good	Fair	Unsatisfactory
Work Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dependability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Initiative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skill Building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Punctuality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supervisory Ability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments		
Evaluated By		Save and Report.



If there is no sharing, there is no education. - David Wiley

Techchange

Exchanging Technology Learning

Tech Learning / Staff Exchange - PLCMC

Home

About

[photos] Check it out

May 13, 2008



by Kelly Czarnecki

Tech Central at ImaginOn has started a staff technology exchange program and Catherine Haydon from Cornelius is the first participant! Her project involves taking the time to learn how to make animation and live action movies so that she can have a program for her teens in the spring. Catherine comes to ImaginOn once/week. (Follow Catherine's project at the Techchange blog.)

The other great part of the program for branches is that Tech Central staff will help out up to 3 hours a week at your branch for your time away from your library. What a deal! Contact Kelly Czarnecki, Technology Education Librarian for more info.

What fun! [PLCMC's Emerging Technology Team](#) at Main Library used [scrapblog](#) to put this together. View more of their pics [here](#).


2 Comments | photos | Permalink
Posted by techchange

VIEW OUR...

- o [Flickr Group](#)
- o [Blip.tv](#)
- o [Twitter](#)

FLICKR PHOTOS





Implementing Change



**“If you want to make enemies,
try to change something.”**

~ Woodrow Wilson



In calm weather, all ships have good captains.

Swedish proverb, often attributed to Adam Smith

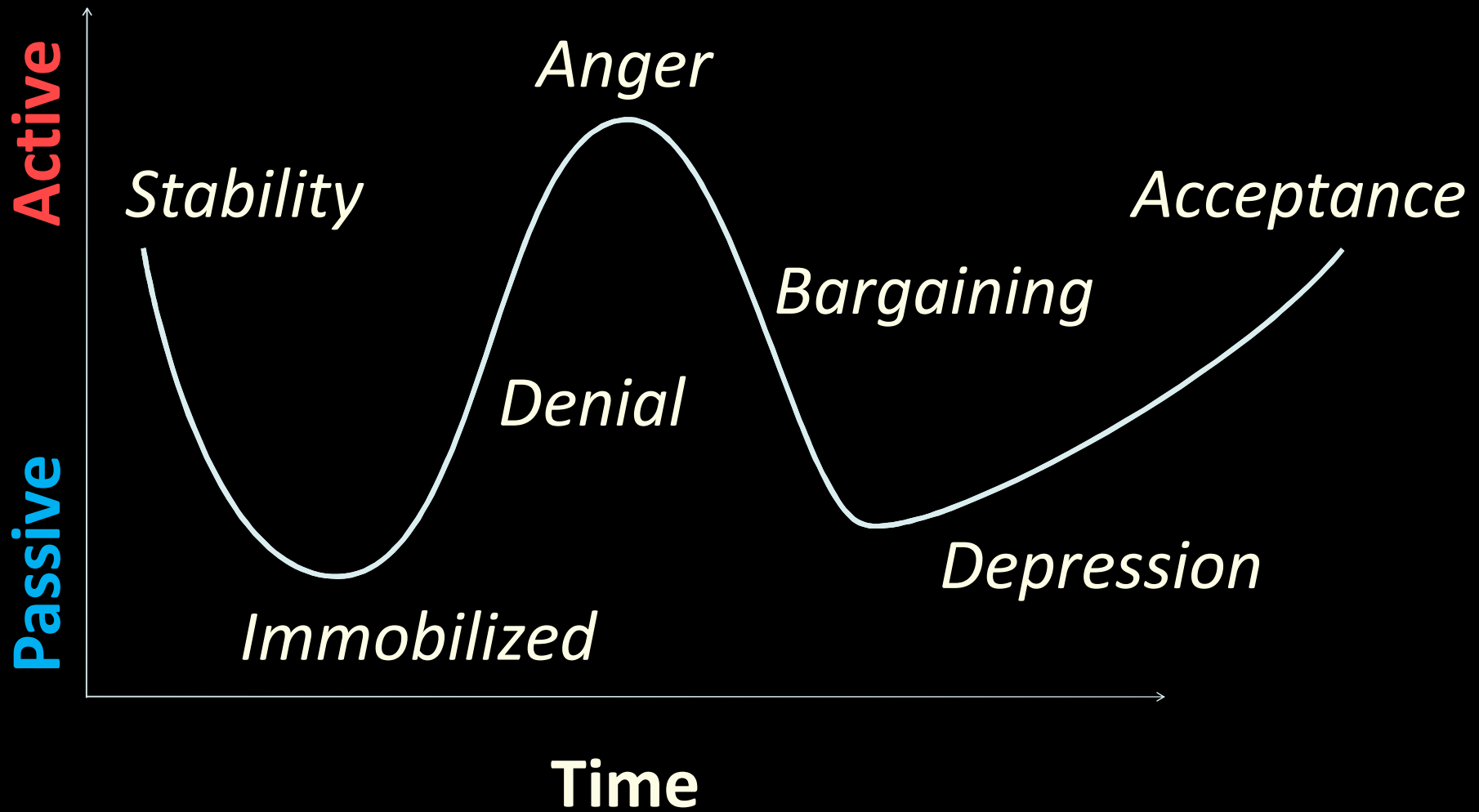
Why change fails

- Too much complexity
- Fail to build a substantial coalition
- Unclear vision
- Fail to clearly communicate the vision
- Permit roadblocks against the vision
- Not planning and getting short-term wins
- Declare victory too soon
- Do not anchor changes in organization culture

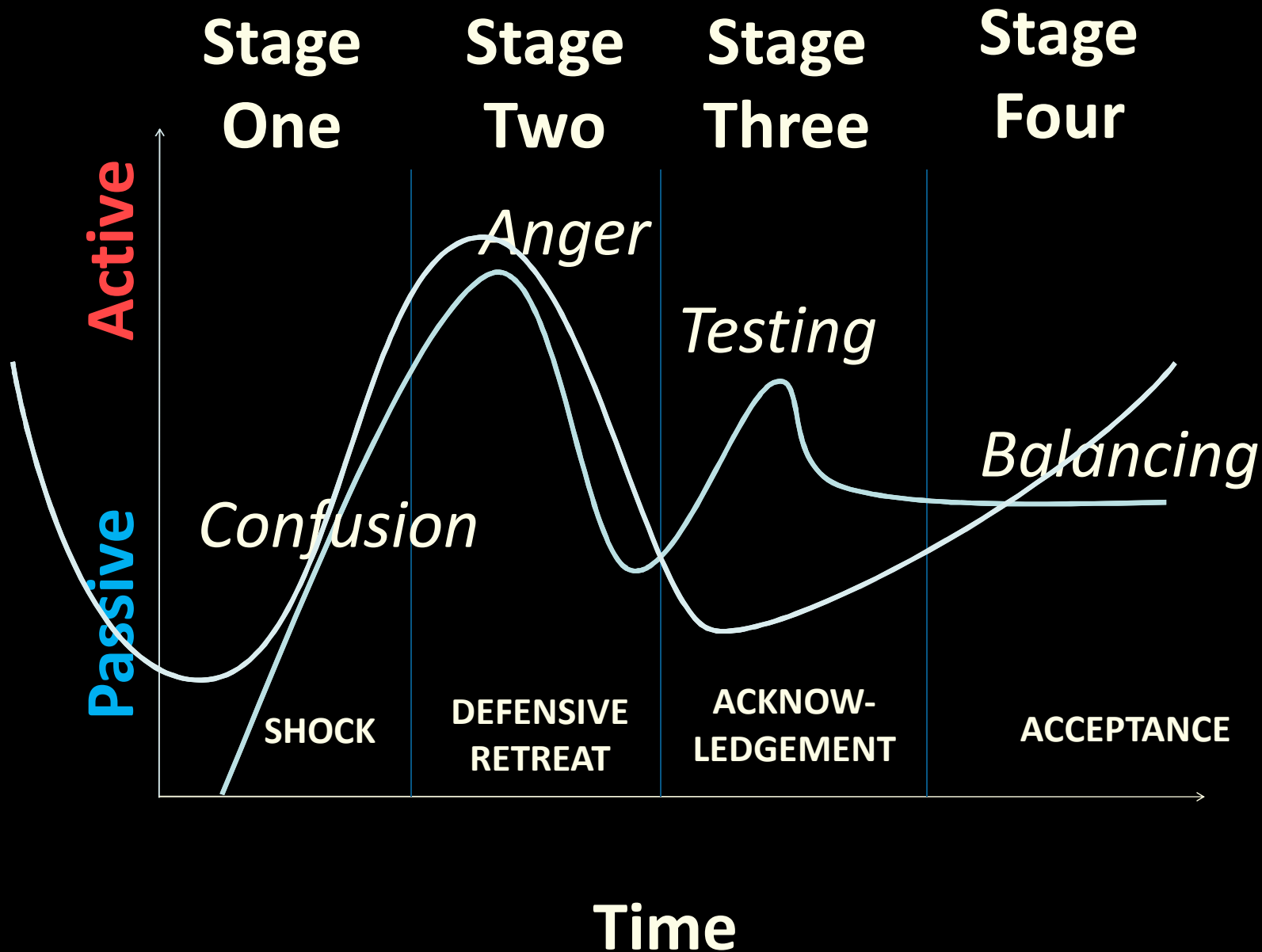
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The Stages of Grief

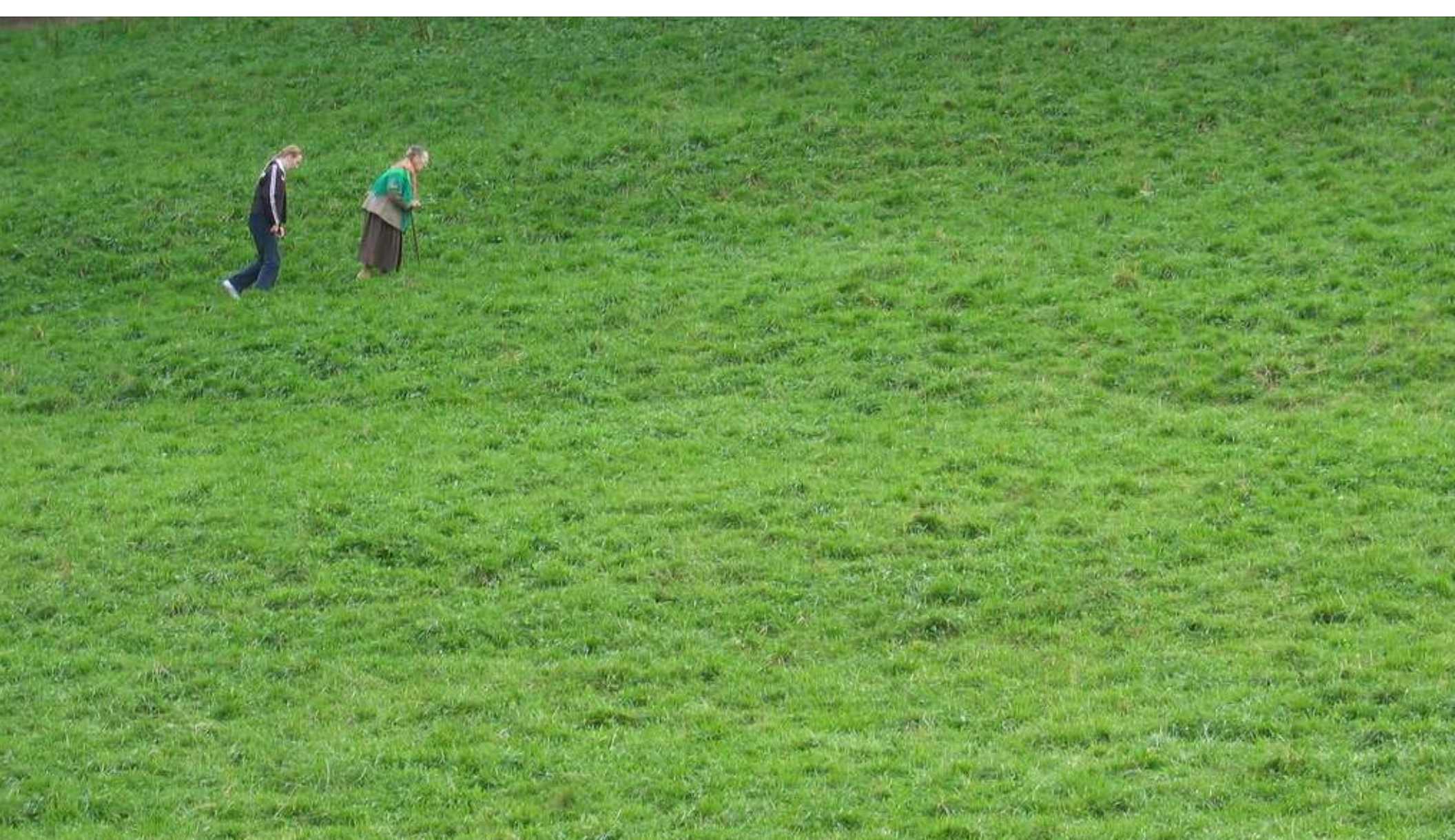


The Stages of Change



Kotter's Change Model

- | | |
|---------------------------|---------------------------|
| | 1. Create urgency |
| Create climate for change | 2. Build teams/coalitions |
| | 3. Create a vision |
| | 4. Communicate for buy in |
| Engage & enable | 5. Enable action |
| | 6. Create short term wins |
| Implement & sustain | 7. Don't let up |
| | 8. Make change stick |



**Learning is a journey
not a destination.**



Questions?

Additional Resources

- Is Yours a Learning Organization? Harvard Business Review March 2008
- Learning Culture Audit
<http://tinyurl.com/4ymz83>
- Learning Organization Survey
<http://tinyurl.com/5o3uke>
- Informal Learning by Jay Cross ©2007 Pfeiffer



Thank you!

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