REACH: Leading Learning in Libraries
December 7, 2011
Minutes

Location:
Highlands Ranch Public Library
9292 Ridgeline Blvd
Highlands Ranch, CO 80129

Attendees:

First	Last	Affiliation
Elaine	Burritt	Poudre River Public Library District
Mary Beth	Faccioli	CDE – State Library – Library Development
Michelle	Gebhart	CDE – State Library – Library Development
Eileen	McCluskey	High Plains Library District
Currie	Meyer	Poudre River Public Library District
Sharon	Morris	CDE – State Library – Library Development
Becky	Russell	CDE – State Library – Library Development
Missy	Shock	Douglas County Libraries
Sandra	Smith	Denver Public Library

Roles
- Facilitator – Sharon Morris
- Meeting minutes – Michelle Gebhart
- Participants – All involved in CE for Colorado library staff

Minutes:

1. **Round robin updates**
    a. Missy
        i. Douglas County Libraries is converting their new staff orientation to online segments with video and other content using both Captivate and Camtasia.
        ii. The second Leadership Journey is wrapping up and Missy is planning a celebration for that group.
        iii. The training team is working on promotional videos for patrons on various e-reader devices including newer ones just being released and how to use those to download library books.
        iv. The training team is going to be planning 2012 priorities and have been continuing to do soft skills training such as social styles training for all staff (less intensive training than with management team).
    b. Mary Beth
        i. Privacy and confidentiality module of customer service e-learning with Eileen
        ii. First CSL In Session tomorrow on customer service
        iii. Creating resource site for correctional library staff who work with youth

- c. Becky
    - i. Working with CASL on school advocacy. Trying to define for the public at large what 21st century skills look like, how school librarian work impacts student achievement.
    - ii. Rebranding Power Libraries Program to Highly Effective School Libraries Program, aligning with CDE initiatives, any school in the state can participate. Program is an opportunity to help with crisis of certified school librarian positions being cut all over the state (maybe down to something like 27% certified).
    - iii. School Library Hotline listserv: A Colorado school library list to provide support, ideas, collaboration, professional development opportunities and more for school librarians statewide. To subscribe, visit http://www.cvl-lists.org/mailman/listinfo/schoollibraryhotline.
- d. Michelle
    - i. Learning Adobe Captivate (started version 4, ended up on version 5.5). Great learning experience, learned a lot about videos especially. Will share a link with the group.
- e. Eileen
    - i. Phone customer service training
    - ii. SharePoint training
    - iii. 2012 calendar, doing e-learning project with Mary Beth
    - iv. District support services: Leadership training/mentoring being rolled out by end of December, opening up to librarians, library managers, etc.
    - v. Collection resources 101 training, getting assessments out
    - vi. All-staff day Feb. 10, speaker coming to talk about user/customer experience and video in the library.
    - vii. Boopsie mobile app rolling out
- f. Elaine
    - i. First all-staff day December 2012, theme is inspiration, information, innovation. Goals are customer service (communication, teamwork, learning – intellectual freedom, time and stress mgmt) and technology (e-books and e-readers, TED, dealing with change, using tech creatively)
        1. Email ideas for keynote or breakout speakers to Elaine.
- g. Sharon
    - i. For Crystal Schimpf, BTOP trainer
        1. Online training modules for public. Will present at CLiC workshops.
    - ii. TEDx event at CAL went well, good mix of people (22), everyone participated. Project will be featured in the next issue of ALA Learning Exchange Newsletter.
    - iii. Project management course with Pat Wagner
        1. 1st session: Jan 18 quality vs. time vs. money and how to think about that, how to work people and get things in writing, and other best practices.
        2. 2nd session: Feb 1 case studies, things that have and haven't worked as a way to illustrate best practices.
        3. 3rd session: Feb 15 project management principles applied to participant work environments

          iv. Could we do a more process oriented project management course for library staff (Pat's is more focused on relationships)? Eileen will check with Susan Staples about the possibility of offering her excellent PM workshop to Colorado library staff.

    h. Sandra

        i. Renovations ongoing, some libraries closed. Newest library (Stapleton) is up but still under construction. West End going up 2013.

        ii. Discussing possibility of becoming a library district

        iii. Learning management system still in the works

        iv. Logic Model (project management) being taught by Maggie Miller

        v. All-staff competencies

2. **2011 projects**
   a. Joseph Sanchez video training
   b. TEDx at CAL
   c. Started project management training

3. **For 2012**
   a. What CE do we need?
   b. What projects do we want to collaborate on?
   c. Do we want to continue to put our name out with a big program?
      i. Like TED, Libraries 2.0 (revisit?), project mgmt
   d. What will we need to know as library workers in the next 5 years?
      i. Video editing and screencasting like Jing, Snag It, etc.
         1. Develop best practices
   e. Have REACH join as partners in the customer service e-learning training that Mary Beth and Eileen are working on?
   f. Project management
   g. Frontline advocacy, advocacy for each other
   h. Develop a central place to point people in reference to e-learning stuff – Training & Learning Community (TLC)
      i. A learning space for CO libraries
      ii. Maryland uses MERLIN, http://www.merlincommunity.org/calcium/Calcium310.pl?Op=ShowIt&CookieParams=1&CalendarName=Statewide&Amount=Month&NavType=Absolute&Type=Block
      iii. A lot of states use WebJunction
      iv. Community of practice site

4. **2012 meetings, all 11am-2pm**
   a. Wednesday, February 8th
      i. <u>Agenda</u>: Discussion of 2012, including goals and meeting dates/times
      ii. <u>Location</u>: Colorado Talking Book Library, 180 Sheridan Blvd, Denver, CO 80226
   b. Wednesday April 11th
   c. June 13th
   d. August 8th
   e. October 10th
   f. December 12th