

## **WebJunction Courses in Colorado**

### **Mid-year report**

**Background:** In October 2009, CLIC and the State Library jointly launched “I’m an Online Learner” which is supplemented online asynchronous courses hosted by WebJunction. Any Colorado library or staff person can purchase a course for just \$10 and our grant would cover the rest of the costs.

Total courses to be used between October 1, 2009 and September 31, 2010: **300**

**Number of courses signed up: 67**

**Total number remaining: 233**

**Promotion:** We have sent flyers to all libraries in Colorado, promoted the courses through listservs, meetings, and conferences.

**Proposed:** We are considering featuring a topic monthly which will include a facilitator to guide online discussion related to the course. These facilitated discussions would be conducted via Abode Connect.

Need to identify facilitators

Need to identify facilitation strategies

Need to schedule courses

Need to recruit online learners

Possible course topics:

Courses that more than one person in Colorado have taken AND that are popular in the other states:

- Managing Difficult Patrons with Ease
- Dealing with Angry Patrons
- Intro to Cataloging for Non-Catalogers
- Weeding: It's Not an Option
- Readers Advisory Services
- Publisher 2003: Getting Started with Publisher 2003 (popular list includes ‘various’ publisher classes; we had 3 people take this 2003 class)

### **Evaluation Results to Date with Colorado “I’m an Online Learner”**

13 evaluations have been completed (and one test)

85% or 12 finished the course and received WJ certification

2 very satisfied, 6 Satisfied, 5 somewhat satisfied, 1 not satisfied

**Comments on why not satisfied:---**

Hoped to gain some skill, but course was VERY general. Also problem with test results disappearing. That got "fixed" and tests were retaken. Sent material text spelling and other corrections. If there were a follow-up course using this as a foundation, it would be more worth-while.

It would have been nice if we had been given a chance to practice what you were teaching on each step that we learned.

I know a little bit about this topic from previous self-study and found the material to be VERY out of date. A lot of the methods covered here aren't even in use anymore, i.e. using image maps.

some topics would have more value if more information were given.

I was hoping for a course that we could have support staff take that would be a bit more practical minded. The course was very informative but would have been better with every day privacy issues that front line staff usually handle.

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**Did taking the course improving job:** 2 said no; 11 said a little; 1 said a lot;

Would you take another WJ course: 2 not likely; 4 somewhat likely; 6 likely; 2 very likely

**Other comments: ----**

1.I thought that the interactive format and intermittent quizzes were positive aspects of the course. I felt that the female voice narration was very bland and sleep inducing.2009-10-29 13:31:18

2.Julie from CLiC-just testing to see if survey is open.2009-12-03 10:38:56

3.I had worked somewhat in Excel and in some cases knew quicker ways to accomplish the tasks assigned. The program told me I was wrong, because I did not use the method they taught. I suppose it is just the nature of software, but it was a little frustrating.2009-12-03 11:29:20

4.This course was helpful to me because it was specific to libraries. I also took another budgeting course that was skilsof and that was too basic.2009-12-03 12:18:00

6.I enjoyed the format and pacing of the course.2009-12-03 14:20:57

8.I particularly liked the links to References resources and to the Skokie Public Library for their genre listings and authors.2010-02-04 09:30:40

9.I did learn some things that I did not know so that was good.2010-02-09 13:45:50

10.Thanks to Clic for the reduced cost -- this has enabled all our staff to take at least one course related to their jobs. They have all benefited from the courses they have taken.2010-02-16 09:17:19

11.Computer technology changes very rapidly, and I think you should only offer courses in this subject if you're willing to update them constantly.2010-02-16 11:10:10

12.After taking tests, returning to continue the course at a later time, the tests had disappeared and had to be retaken. There were a number of misspellings and a few grammatical errors. They were submitted to you.2010-03-09 17:08:25

13.The self-paced feature is terrific, and we'll continue to utilize the courses for management and support staff.2010-03-11 12:41:30

### **WJ Courses Popular in other States**

70 - various Word 2007 classes

56 - Managing Difficult Patrons with Confidence

48 - Dealing with Angry Patrons

45 - various Excel 2003 classes

40 - Fundamentals of Excellent Customer Service

38 - Trends in Children's Literature

33 - various Excel 2007 classes

30 - various Dreamweaver 8 classes

27 - Harnessing the Internet

24 - Reaching Teenagers

22 - Customers: Confrontation and Conflict

20 - Using Databases

18 - Reaching Reluctant Readers

16 - Multicultural Literature for Children

16 - Weeding: It's Not an Option

15 - Readers Advisory Services

14 - Assertiveness from the Inside Out

13 - Basic Web-based Reference

13 - various Publisher 2003 classes

13 - Planning Storytimes for Children

13 - Intro to Cataloging for Non-Catalogers

13 - Shelving with Dewey

12 - various Outlook 2007 classes

11 - Access 2007

10 - Improving Your Communication Skills

10 - Providing Excellent Customer Service in a Multicultural Environment

10 - RFID Technology

Publisher 2003: Getting Started with Publisher 2003
Introduction to the features of Flash 8
File Handling in Linux (basic)
Programming with XHTML 1.1: Basic Concepts
Network Security
The Fundamentals of Networking
Excel 2000: Microsoft Office 2000- Beginning Excel
Introduction to Signals and Signal Transmission
IP Addressing and Subnetting
LAN Technologies
The Coaching Skillset
Creating and Analyzing an Operating Budget
Keep It Simple: Developing a Marketing Plan for Your Library (LibraryU)
Excel 2007: Data Management in Excel 2007
Weeding: It's Not an Option (LE@D)
Word 2003: Getting Started with Word 2003
Assessing Performance Continuously
Copyright Basics for Libraries (LE@D)
Taking on a Management Role
Harnessing the Internet (LE@D)
Readers' Advisory Services (LibraryU)
Managing Difficult Patrons with Confidence! (LE@D)
Providing Excellent Customer Service in a Multi-Cultural Environment (LE@D)
Shelving with Dewey (LibraryU)
General design: Design Concepts for Web Sites
Weeding: It's Not an Option (LE@D)
Word 2003: Getting Started with Word 2003
Word 2003: Getting Started with Word 2003
Publisher 2003: Getting Started with Publisher 2003
Introduction to Cataloging for Non-Catalogers (LibraryU)
Becoming a Manager: Leading and Communicating
Creating and Analyzing an Operating Budget
Giving Feedback: A Manager's Guide
General design: Design Concepts for Web Sites
Getting Started with PowerPoint 2007

Installing and Troubleshooting Printers and Scanners
Readers' Advisory Services (LibraryU)
Word 2000: Microsoft Office 2000 - Advanced Word
Word 2000: Microsoft Office 2000 - Intermediate Word
Planning Story Times for Children (LibraryU)
Reaching Reluctant Readers (LE@D)
Reaching Teenagers (LE@D)
Excel 2000: Microsoft Office 2000- Beginning Excel
Web Development Fundamentals
Weeding: It's Not an Option (LE@D)
Installing, Configuring, and Troubleshooting PC Components
Readers' Advisory Services (LibraryU)
Mentoring as a Manager
Outlook 2003: Configuring Rules, Alerts, and Junk Mail Settings in Outlook 2003
Managing Difficult Patrons with Confidence! (LE@D)
Dealing with Angry Patrons (LibraryU)
Managing Difficult Patrons with Confidence! (LE@D)
Dealing with Angry Patrons (LibraryU)
Ethics in the Real World: Library Case Studies (LE@D)
Office 2003: Introduction to Microsoft Office 2003
Library Privacy & Confidentiality: Law & Policy (LE@D)
Publisher 2003: Getting Started with Publisher 2003
Accompanying the Young Reader: Helping the Reader Choose Appropriate Books (LibraryU)
Introduction to Cataloging for Non-Catalogers (LibraryU)
Weeding the Library Collection (LibraryU)
Dreamweaver CS3: Adding Links, Images, and Flash Objects in Dreamweaver CS3