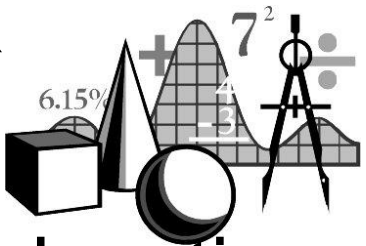


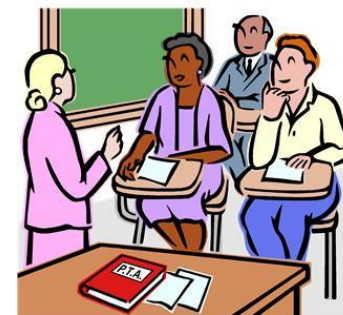
Librarians Leading Learning Online

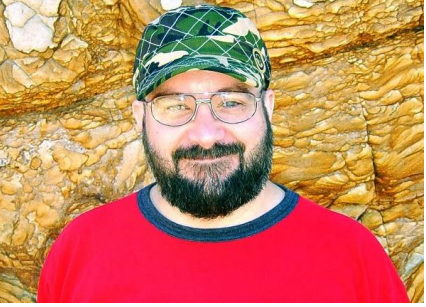
Alice Cruickshank –
Christchurch City Libraires



Alice Cruickshank

- Originally from UK
- Masters in Maths 
- Masters in Adult Education
- 11 years in New Zealand
- 6 years at CCL as PD and Learning Coordinator





Alice Cruickshank



- Met my entomologist husband Rob in the Natural History Museum Library - London
- Two daughters – Rosie and Daisy
- Likes: Books, Board Games, Baking



Christchurch City Libraries – Who are we?

Network of 21 city and community libraires – including 2 mobile vans



Public Library services have been in Christchurch for 154 years



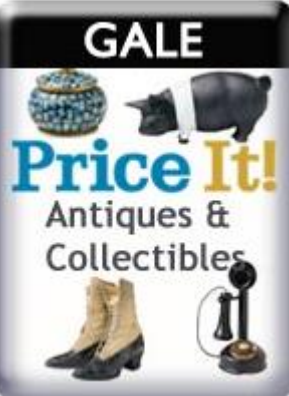
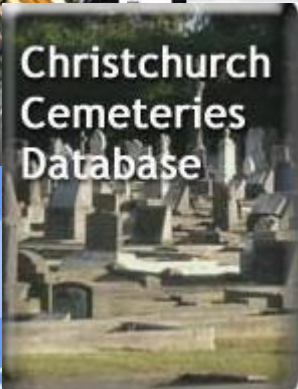
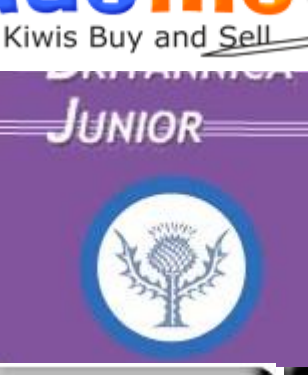
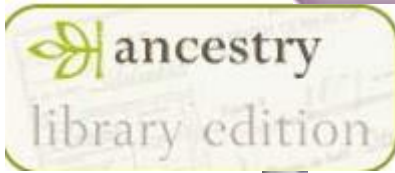
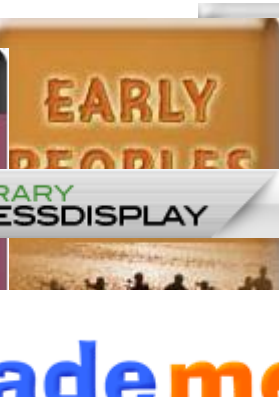


Approximately 360 people employed in a variety of roles



Professional Development @ CCL

- Induction/ Service Delivery
- Roving & Customer Service
- Reference Skills
- Reader's Advisory, IT skills, Mending etc.
- Train and Support Library Trainers
- Conferences and External Seminars
- Study Support for Tertiary Qualifications



@ChristchurchLib
 Sweet tweets for the hungry mind. 140 chars max
 at <http://cclblog.wordpress.com> &
<http://christchurchkids.wordpress.com/> about
 Christchurch New Zealand <http://christchurchcitylibra>

Disaster



E-learning – the positives

- Saves time
- Don't have to travel
- Don't need a classroom
- Everyone can do it at different times
- Can make use of quiet times
- Can be done at own pace
- Can be done in comfort of own home/work
- Saves money?

E-learning – the not so positives

Finding the time and place



Motivation to do it



No support if you get stuck



Lack of social interaction



No chocolate biscuits



Supplied by FreeFoto.com

Boring



Unfinished

Previously....

2012 – Let's do something new!

- Let's make an online reference skills course!
- Let's make it:
 - Effective
 - Entertaining
 - Engaging
 - Earthquake Proof!

2012 – Let's do something new!

- Realization that Reference Skills are about customer service
- Scenario based problems
- Focused on the real-life tasks not the resources e.g.
 - Information Navigator
 - Reader's Advisor
 - History Guide

Tasks not Resources



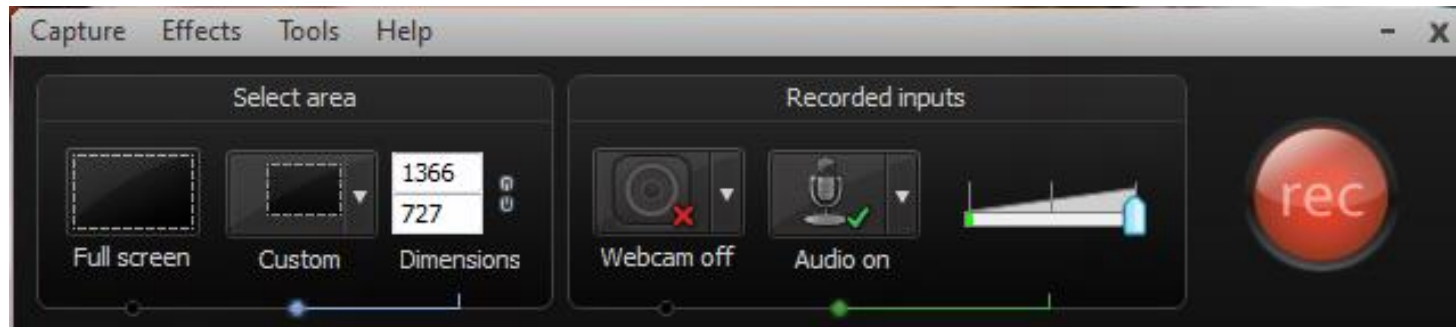
2012 Reference Skills Pilot

- Used Moodle on a cloud server
- Ran working bees with existing inhouse trainers to develop online programme
- Focused on Making Learning -
Entertaining and Informative
- Made our own movies
- Used videos, screencasts, quizzes, lessons

Filmed colleagues in workplace scenarios



Used Camtasia to record on-screen action



2012 Reference Skills Pilot

- Delivered 6 week programme
- 2 face-to-face sessions at the beginning and end
- 8 online modules with approx time 2 hours per week

Some Lessons....

Lessons

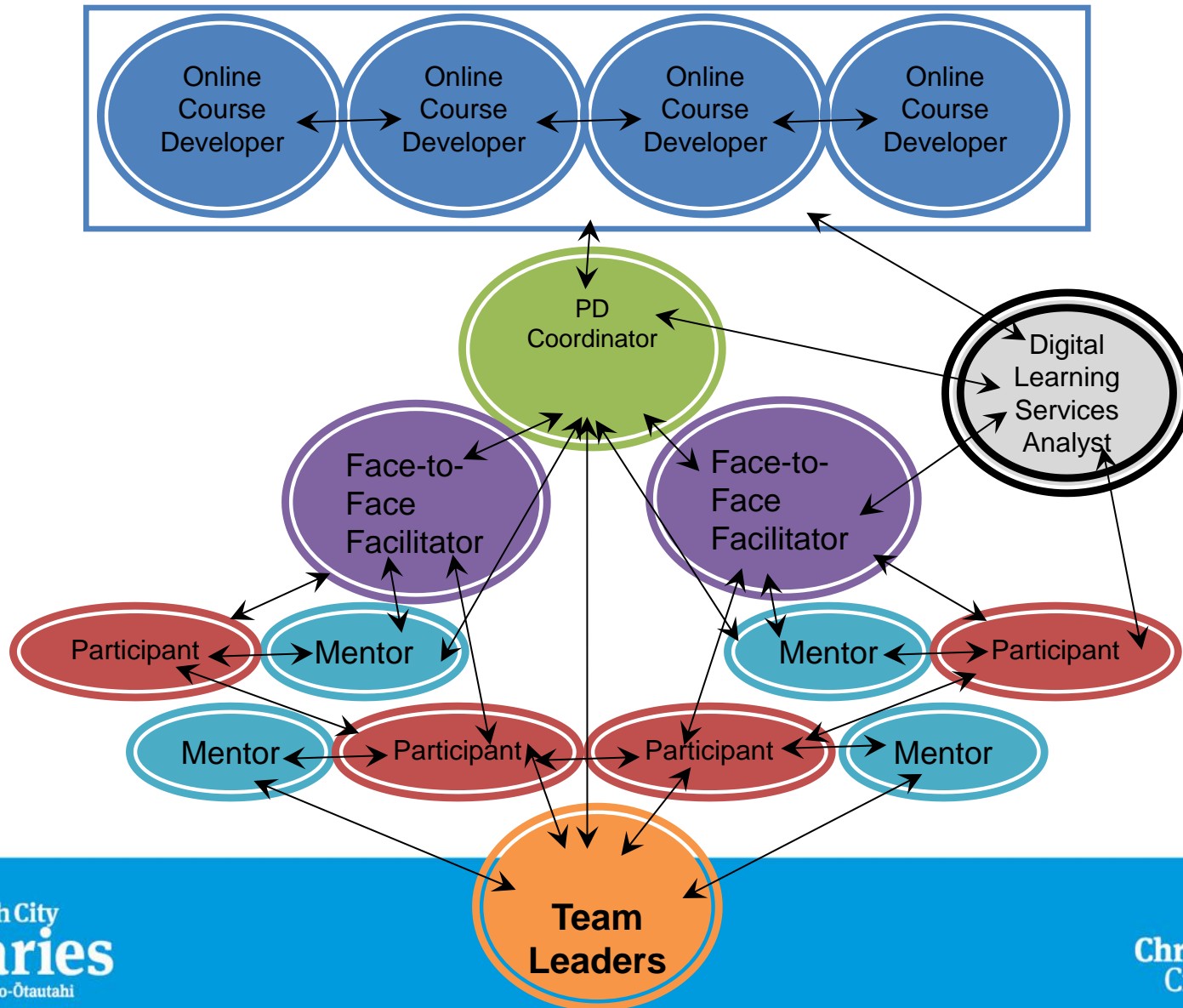
- Developers need different skills than trainers.
- Task focus ➡ good transference of skills
- Participants enjoyed the variety and local examples.
- Primary Barrier – Time & negotiating time

What we did this year...

Actions

- Created Course Developer & Facilitator Roles
- New Moodle Server –faster but only accessible from inside the library
- Used lots of different free and cheap software: Camtasia, iMovie, Quicktime, Youtube, Prezi, GoogleDrive, demo version Articulate
- Setup a support network of mentors to advocate for learners

Support Network



What is the name of this course?

- Online Reference Skills Programme?
- Aardvarks to Zulus?
- Find and Deliver?
- Olé (online learning environment)?
- Online Reference Skills Modules?
- Find IT!



ORSM

ORSM

Welcome to ORSM your Online Reference Skills Modules



Over the next six weeks we will be looking at how to help customers with their enquiries, with Reference Interview skills being at the core. You will learn about what questions to ask and when, the resources at your disposal, useful searching strategies, how information is organised and most important of all - how to ensure that our customers receive the best possible service.

 Reference Skills Forum and Discussion board Sept 2013

1. Getting Started with Reference Interview



This week is all about one of the most important Reference Skills - being able to conduct a successful Reference Interview. This will be a theme throughout the course and you will see lots of examples both good and bad!

This week is also about becoming familiar with the Moodle Learning Environment and becoming confident about how to find your way around.

Page: 1 Quiz: 1 Lesson: 1
Progress: 2 / 3

2. Information Navigator



In this session we will be taking a brief look at some of the different resources that enable us to answer customers' general queries. We will be looking at the library website, Bibliocommons, Dewey Decimal Classification, Google, and The Source as well as databases like Ebscohost and Press Display.

The objectives of this section are:

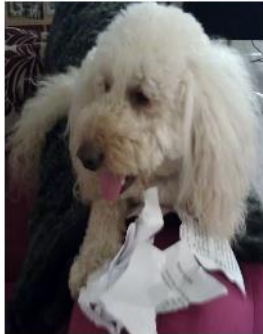
* To show where some useful everyday information is kept

ORSM

<2. Information Navigator

3. The Dog Ate My Homework

4. Local Legend >



This week is a chance to familiarise yourself with some of the resources and services that can help with those homework questions. We will look at Bibliocommons, the library website pages for Kids and Teens, online encyclopaedias and other resources from the Source, and how to search Google effectively. Finally, we'll look at the help available from FingerTip and the online chat services LiveOnline and AnyQuestions.

Photo of Scooby, owned by Margot at Fendalton Library



Video Scenario

As you watch the video, take a note of what Nicole the librarian does well, the resources she uses, and think about whether you would have done anything differently.



ORSM



ORSM



What happened...

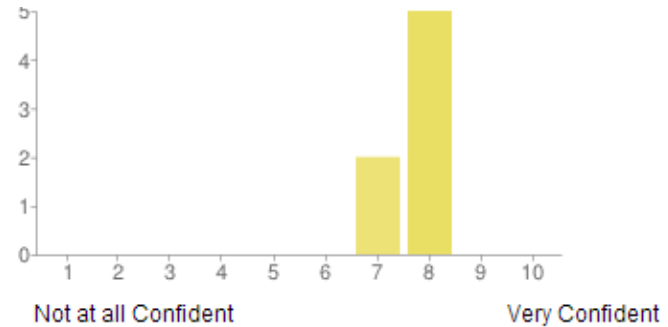
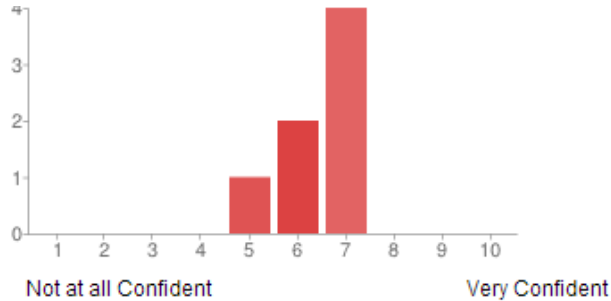
Staff had sufficient time and motivation to do the course



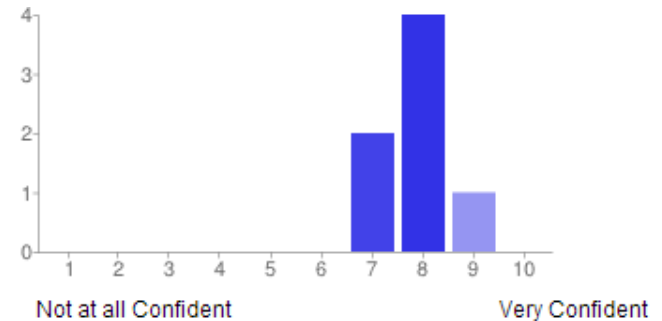
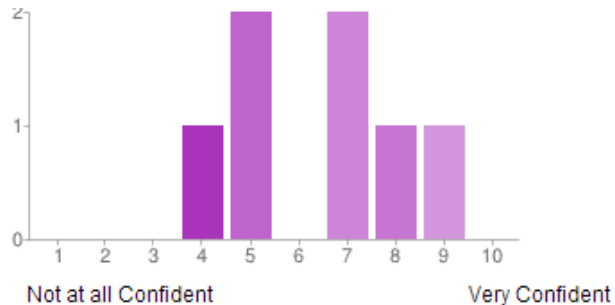
Logged In Time	
Estimated Time	16 hours
Average Time	16 hours 50mins
Minimum Time	13 hours 23mins
Maximum Time	25 hours 45 mins

Increased Confidence

Answering Customer Queries



Using Library Website to Answer Customer Queries



Transferable Skills

I don't normally use Newspapers and Current Affairs tab and only found about it earlier this year. So, when I came across it again during the training I learned a thing or two. And luckily I remembered it because yesterday a student came up to me looking for a newspaper article on The Press from 2005. I used the skill and knowledge that I learnt on the course to look for it and even gave him an option of either printing it or emailing it (I remember that one because it's one of our tasks). He was really excited that it could be emailed to him and he got the full text, as well So, yeah, one happy customer there and one proud library assistant here.

Other effects of ORSM

- Wide support network has led to wider visibility of ORSM
- Increased skills of Mentors as well as participants
- Mentors and Participants have shared their learning with other staff
- Existing staff as well as new staff keen to participate in ORSM

Reflections for the future

- Developers **NEED** concentrated face-to-face time to collaborate
- Content needs to be updated frequently as changes are made to website
- Insufficient time is still perceived as a barrier by participants!

Going with the Flow



Thank-you

- To all my talented colleagues – who developed, created, acted, edited and delivered the programme.
- To everyone here for listening.