



Continuing Education Resource Directory

Chief Officers of State Library Agencies

COSLA is an independent organization of the chief officers of state and territorial agencies designated as the state library administrative agency and responsible for statewide library development. For more information, visit www.cosla.org

In 2014, State Libraries contributed to a resource exchange to create a national resource directory for collaborating and sharing continuing education materials, web sites, webinars, manuals, documents and other media. The following resources were submitted during the collection timeframe.

This resource was created through COSLA's Continuing Education Connector Project, supported through funding from the Institute of Museum and Library Services (IMLS) and the Bill & Melinda Gates Foundation.

January 2015

Chief Officers of State Library Agencies (COSLA) Officers and Directors 2014-2016

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COSLA CE Connector Function 2015 Committee Members

Timothy Cherubini, COSLA Executive Director, is Project Director and Stephanie Gerding, Library Consultant, is Project Manager. A Coordinating Committee, selected through a competitive application process, guides and supports implementation while soliciting guidance and feedback from peers. The committee brings together the expertise and perspectives of three key SLAA positions—Chief Officers, Library Development Directors, and CE Coordinators, including:

- Cal Shepard**, State Librarian of North Carolina, as the Project Sponsor;
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 - Mary Chute**, State Librarian, New Jersey State Library;
 - Mary Soucie**, State Librarian, North Dakota State Library;
 - Jamie Markus**, Library Development Manager, Wyoming State Library;
 - Janet McKenney**, Director of Library Development, Maine State Library;
 - John DeBacher**, Director, Public Library Development, Wisconsin Division for Libraries and Technology;
 - Meg Placke**, Associate State Librarian, State Library of Louisiana;
 - Cindy Church**, Continuing Education Consultant, Library of Virginia;
 - Joann Flick**, Training/Development Specialist; CE Coordinator, Montana State Library; and
 - Shirley Biladeau**, Continuing Education Consultant, Idaho Commission for Libraries
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State Library Resource Directory

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INSTITUTES

(includes: Leadership, Management, Directors, Rural, and Youth Institutes)

Illinois’ Synergy: Library Leadership

Synergy is the Illinois State Library's proactive movement to nurture future library leaders.

COMPETENCY: personal and professional development of leadership and management skills

RESOURCE FORMAT: This CE training is a facilitated, in-person training meeting three times for 3 days each over a 9 month period.

CONTACT PERSON: Cyndy Colletti, ccolletti@ilsos.net

STATE LIBRARY: Illinois State Library

AUTHOR: Shannon and Schreiber Assoc.

SKILL LEVEL: intermediate

AUDIENCE: MLS staff working in Illinois libraries

URL: <http://www.cyberdriveillinois.com/departments/library/libraries/synergy.html>

DESCRIPTION: Activities include assessment of values, identifying the environment, expanding leadership skills, and developing a vision for librarianship. This training focuses leadership skills specifically in the library field and thus strengthens our overall capacity to meet everyday and future challenges.

KEYWORDS: leadership, professional development

Illinois on the Front Lines Conference

SUBMITTED BY: Patricia Boze

COMPETENCY: public service, collection management

RESOURCE FORMAT: annual, in-person, 3 day conference

CONTACT PERSON: Gwen Harrison or Karen Egan

STATE LIBRARY: Illinois

SKILL LEVEL: beginning, intermediate

AUDIENCE: front line library staff or those staff who impact the customer’s experience

[URL:http://www.cyberdriveillinois.com/departments/library/libraries/otfl.html](http://www.cyberdriveillinois.com/departments/library/libraries/otfl.html)

DESCRIPTION: The On the Front Lines Statewide Library Practitioners Conference is a three day conference delivering library education to front line practitioners of public, academic, school and special libraries. The purpose is to equip and enlighten front-line library staff with training, exposure, the latest technology tools, and techniques that will enable them to effectively and efficiently meet the needs of their communities. Keynote speakers and approximately 40 concurrent sessions address topics to help front line staff serve and engage their unique patrons and communities within the framework of our multi-type library system. As libraries face fundamental changes due to technology, publishing, and tight budgets, participants are expected to learn innovative and practical ideas to implement in their home libraries. Topics ranging from value added customer service, best practices for using the latest technologies, accessing quality resources, staff development and more.

KEYWORDS: customer service, staff development

Illinois Library Management Institute

COMPETENCY: community relations, financial management, laws, policies, marketing, public relations, customer service, organizational leadership, personnel management, strategic planning, trustees

RESOURCE FORMAT: in-person 6 day immersive educational institute, for 50+ directors, held at college campus location

CONTACT PERSON: Pat Boze, pboze@ilsos.net

STATE LIBRARY: Illinois

SKILL LEVEL: beginning, intermediate

AUDIENCE: public library directors

[URL:http://www.cyberdriveillinois.com/departments/library/libraries/splmi](http://www.cyberdriveillinois.com/departments/library/libraries/splmi)

DESCRIPTION: The Small Public Library Management Institute includes educational programming on library management and how to deliver library services that recognize the local needs of the people in communities across Illinois.

Illinois I LEADUSA

SUBMITTED BY: Cyndy Colletti

COMPETENCY: current technology tools that will be used to serve community needs, community assessment, team building, leadership skills

RESOURCE FORMAT: In-person immersion training over a 9 month period using face-to-face meetings and online tools. Archived webinars of keynotes and team presentations. In 2015, the training will include ten states.

CONTACT PERSON: Gwen Harrison, gharrison@ilsos.net

STATE LIBRARY and AUTHOR: Illinois State Library

SKILL LEVEL: all

AUDIENCE: people working in Illinois libraries

[URL: http://www.cyberdriveillinois.com/departments/library/libraries/ileadusa.html](http://www.cyberdriveillinois.com/departments/library/libraries/ileadusa.html)

DESCRIPTION: Combines web technologies' skills building with leadership training to increase knowledge, serve community needs and provide opportunities for collaborating on innovative projects. The combination of technology training, intense team based collaboration and the support of instructors and mentors serves to make I LEADU a transformative experience that builds powerful librarians able to nimbly respond to the challenges of today's profession.

KEYWORDS: leadership, technology

Maryland's Library Associate Training Institute (LATI)

RESOURCE FORMAT: curriculum

CONTACT PERSON: Nini Beegan, nbeegan@carr.org, 443-340-7853

STATE LIBRARY: Maryland

AUTHOR: LATI Oversight Committee (LOC)

SKILL LEVEL: beginning

AUDIENCE: library staff

URL: http://www.merlincommunity.org/index.php?option=com_content&task=view&id=16&Itemid=131 OR <http://tinyurl.com/2eqlw2p>

DESCRIPTION: handbook (includes overview, core curriculum, and syllabus) for Maryland public library paraprofessional institute to meet 90 hour state requirements mapped to ALA LSSC curriculum

KEYWORDS: library_associate, paraprofessional, LSSC

Mississippi Library Leadership Institute

COMPETENCY: collaboration, leadership, community relations, organizational leadership, project management

RESOURCE FORMAT: institute overview, agendas, presentations, assignments, FAQ, resource bibliography

CONTACT PERSON: Jennifer Wann, jwann@mlc.lib.ms.us

STATE LIBRARY: Mississippi Library Commission

AUTHOR: Library Development Team

SKILL LEVEL: intermediate

AUDIENCE: librarians with less than 15 years' experience who have leadership potential

URL: <http://www.mlc.lib.ms.us/ServicesToLibraries/mlli.html>

DESCRIPTION: The Mississippi Library Leadership Institute (MLLI) is designed to grow the next generation of library leaders and directors in the state of Mississippi and emphasizes experiences that build strong relationships with peers and involve a very high level of intensity and risk-taking. The resources available on the MLLI page will help other state libraries or library associations develop a Leadership Institute curriculum and provide insight into the process. MLLI was modeled on California's Eureka! Leadership Program.

KEYWORDS: leadership

Florida Leadership Initiative

<http://info.florida.gov/bld/leadership/SLLI/SLLI-overview.cfm>

Sunshine State Library Leadership Institute. This is a ten month intensive face-to-face program.

Mountain Plains Library Association Leadership Institute

<http://www.mpla.us/leadership/index.html>

An application is required. Facilitated by nationally known organizational development consultant [Maureen Sullivan](#).

New England Library Leadership Symposium (NELLS)

<http://nelib.org/advance-your-career/nells/>

The purpose of this symposium is to foster the mentoring and development of leaders in state and regional library associations.

Harwood Institute How to Turn Outward Resources

<http://www.theharwoodinstitute.org/harwoodhalfhour>

California Eureka Leadership Institute

<http://eurekaleadership.org/>

An intensive six-day residential leadership training program for California libraries.

Pacific Northwest Library Association LEADS Institute

<http://www.pnla.org/leadership-institute>

It has been a valuable tool for individuals wanting to enhance their leadership skills:

PLA's Turning the Page

<http://www.ala.org/pla/education/turningthepage>

This highly interactive training program is designed to give librarians, library staff, trustees, and supporters the skills and confidence they need to advocate successfully on behalf of their libraries

Mississippi's New Director Training Handout

https://ceconnector.kpublic.net/uploads/forum_post/401-500/418/1404842739_new_director_orientation_agenda_march_2014.docx

New Jersey's Director Training

http://www.njstatelib.org/services_for_libraries/consulting_services/library_directors

Wisconsin's New Director Boot Camp

<http://www.winnefox.org/bootcamp2014>

Done collaboratively with regional service areas

HANDBOOKS/MANUALS (includes: Director Handbooks and Trustee Manuals)

Manual for New Directors of Public Libraries in Utah

SUBMITTED BY: Colleen Eggett

COMPETENCY: organizational leadership

RESOURCE FORMAT: manual

CONTACT PERSON: Juan T. Lee

STATE LIBRARY: Utah State Library

AUTHOR: Juan T. Lee, Utah State Library

SKILL LEVEL: beginning

AUDIENCE: library director

URL: <http://heritage.utah.gov/wp-content/uploads/USL-Orientation-Manual-for-New-Library-Directors-4th-Edition.pdf>

DESCRIPTION: This manual helps new public library directors know the necessary elements of running a library. Topics include the public library, the director's job, certified libraries, governance, administration, advocacy, funding and finances, personnel, access and services, materials and resources, technology, facilities, marketing and public relations.

KEYWORDS: new public library director orientation

Wyoming Board Members' Handbook

COMPETENCY: trustees, friends, foundations

RESOURCE FORMAT: handbook

CONTACT PERSON: Jamie Markus jamie.markus@wyo.gov

STATE LIBRARY and AUTHOR: Wyoming State Library

SKILL LEVEL: beginning

AUDIENCE: trustees

URL: <http://will.state.wy.us/lto/boards/handbook.html>

DESCRIPTION: This handbook is designed to guide you through your role, the responsibilities you carry, the issues you face and the resources available to you as a Wyoming Library Board Member. The Wyoming State Library Division of the Wyoming Department of Administration and Information can offer additional help to you and your library in the form of additional resources, training and consulting on any of the topics in this guide, or any other issues you may face.

KEYWORDS: trustee

Pennsylvania's Getting on Board Trustee Manual

COMPETENCY: board member competencies

RESOURCE FORMAT: trustee manual

CONTACT PERSON: Diana Megdad, 717-787-3124, dmegdad@pa.gov

STATE LIBRARY: State Library of Pennsylvania

URL: <https://www.webjunction.org/content/dam/WebJunction/Documents/pennsylvania/80337-PR-Dept-Library-Trustee-Project.pdf>

DESCRIPTION: The manual is accompanied by videos, available on the Library Improvement Channel on YouTube, and addresses the following six core competencies for board members: 1) advocacy 2) planning the future of your library 3) fiscal stability 4) policy making 5) board as employer 6) governance /administration boards, trustees, orientation, policy, governance, advocacy, finances, planning

Maine State Library Volunteer Page

RESOURCE FORMAT: webpage

CONTACT PERSON: Stephanie Zurinski, Maine State Library

STATE LIBRARY: Maine State Library

URL: <http://www.maine.gov/msl/libs/admin/vol/index.shtml>

DESCRIPTION: Resources such as volunteer policies, mission statements, evaluations and a database of job descriptions

Wisconsin Trustee Handbook

http://pld.dpi.wi.gov/pld_handbook

Wisconsin Library Director Handbook, “Administrative Essentials”

http://pld.dpi.wi.gov/pld_aecontents

Vermont’s Trustee Manual, Training and Laws

<http://libraries.vermont.gov/libraries/trustees>

Indiana Trustee Manual

<http://in.gov/library/3274.htm>

Mississippi Trustee Handbook

<http://www.mlc.lib.ms.us/pdf/MTrusteehandbook.pdf>

New York State Handbook for Library Trustees

<http://www.nysl.nysed.gov/libdev/trustees/handbook/index.html>

Oklahoma Trustee Handbook

<http://www.odl.state.ok.us/servlibs/pdfs/TrusteeManual2013.pdf>

South Dakota Trustees Wiki

<http://sdstatelibrary.wikispaces.com>

New Jersey Trustee Manual

www.njstatelib.org/services_for_libraries/consulting_services/library_trustees

SELF-DIRECTED COURSES (for Trustees, Library Directors, Library Staff)

California (Infopeople) E-Reader Detective: Solving the Case for Your Library Patrons

COMPETENCY: technology

RESOURCE FORMAT: online tutorial

CONTACT PERSON: Lisa Barnhart, lisa@infopeople.org

STATE LIBRARY: California State Library

AUTHOR: Infopeople

SKILL LEVEL: beginning, intermediate

AUDIENCE: library staff

URL: http://ifpmedia.org/onlinelearning/eReader_detectives/module/index.html

DESCRIPTION: Asking the right questions, tracking clues, and following paths of inquiry are part of the process to support your eReading patrons. With all the combination of eReader devices, file formats, and eContent providers, how can we possibly be prepared for each encounter? This self-paced tutorial provides information on the identification of e-readers devices, files and apps as well as digital rights management in order to help library staff assist patrons.

KEYWORDS: e-readers, technology, patron services

Pennsylvania's Getting on Board Video Series

COMPETENCY: competency for trustees/management

RESOURCE FORMAT: online video

CONTACT PERSON: Diana Megdad, 717-787-3124

STATE LIBRARY: State Library of Pennsylvania

SKILL LEVEL: beginner

AUDIENCE: trustees and management orientation (11:15 min): URL:

<http://www.youtube.com/watch?v=4tXQZm0mb9I> Board Basics (12:48 min):

<http://www.youtube.com/watch?v=MG2AmxllIuY> Planning and Meetings (14:33 min):

<http://www.youtube.com/watch?v=-DiTaIBzF74> Advocacy and Money Matters (15:54 min):

<http://www.youtube.com/watch?v=0Me1WITnei0> Policies (8:31 min):

<http://www.youtube.com/watch?v=5Vaxpm30uQg> PR and Marketing (12:47 min):

<http://www.youtube.com/watch?v=QJmKDX9DSg> Buildings (8:31 Min):

<http://www.youtube.com/watch?v=DJbCJ2V29jc> Hiring and Managing Relationships (12:05 min):

<http://www.youtube.com/watch?v=yHbP9E5wpP0>

DESCRIPTION: The videos feature best practices with practical quotes, advice and thanks from fellow trustees, library directors, system administrators, district administrators and others. The videos have an accompanying manual

KEYWORDS: trustees, orientation, boards, meetings, planning, advocacy, policies, PR, marketing, hiring, relationships, buildings, facilities, money, finances

Virginia Online Trustee Training

Submitted by: Cindy Church

COMPETENCY: library management/trustee training

RESOURCE FORMAT: online tutorial

CONTACT PERSON and AUTHOR: Kim Armentrout, kim.amentrout@lva.virginia.gov

STATE LIBRARY: Library of Virginia

SKILL LEVEL: beginning

AUDIENCE: trustees/boards

URL: <http://lva.learnpointlms.com>

DESCRIPTION: Self-paced overview: describes differences between library boards and friends groups: some Virginia-specific information. You will need to create a username and password. There are two module trustee governance and records management. Then we use the United for Libraries Trustee Academy.

KEYWORDS: boards, trustees, duties, friends

New Jersey Websites for Trustee and Director Training

- www.njstatelib.org/services_for_libraries/consulting_services/library_trustees
- www.njstatelib.org/services_for_libraries/consulting_services/library_directors

Idaho's Alternative Basic Library Education (ABLE)

COMPETENCY: numerous

RESOURCE FORMAT: online, self-directed courses

CONTACT PERSON: Shirley Biladeau, shirley.biladeau@libraries.idaho.gov

STATE LIBRARY: Idaho Commission for Libraries

SKILL LEVEL: beginning

AUDIENCE: all library staff, particularly those without formal library education. URL: <http://libraries.idaho.gov/able>

DESCRIPTION: a series of 12 courses focused on collection development, technical services and public services

Idaho's Supplemental Alternative Basic Library Education (SABLE)

RESOURCE FORMAT: online, self-directed courses

CONTACT PERSON: Shirley Biladeau, shirley.biladeau@libraries.idaho.gov

STATE LIBRARY: Idaho Commission for Libraries

SKILL LEVEL: beginning

AUDIENCE: all library staff, particularly those without formal library education URL: <http://libraries.idaho.gov/sable>

KEYWORDS: youth services, early childhood education, school-age youth, young adults

Colorado State Library's Online Training for Staff Series

RESOURCE FORMAT: Elearning, articulate storyline

CONTACT PERSON: Christine Kreger

STATE LIBRARY: Colorado State Library

AUTHOR: BTOP trainers

SKILL LEVEL: beginning

AUDIENCE: staff

- **Dealing with Sticky Situations (Part of Online Training for Staff Series)**

URL: <http://create.coloradovirtuallibrary.org/dealing-sticky-situations>

DESCRIPTION: Learning objectives: Use a three-step process for dealing with challenging patron situations in a positive way.

COMPETENCY: customer service

- **Evaluating Information**

URL: <http://create.coloradovirtuallibrary.org/evaluating-information>

DESCRIPTION: learning objectives: consider authority, accuracy, objectivity, and currency when critically evaluating information.

COMPETENCY: technology

- **Find Answers**
 URL: <http://create.coloradovirtuallibrary.org/find-answers>
 DESCRIPTION: learning objectives: become familiar with effective technology resources and tutorials, and create your own resources for common questions (part of Online Training for Staff Series)
 KEYWORDS: technology resources
 COMPETENCY: customer service
- **How Adults Learn**
 URL: <http://create.coloradovirtuallibrary.org/how-adults-learn>
 DESCRIPTION: learning objectives: adjust training techniques to accommodate the specific needs of adults (part of Online Training for Staff Series)
 COMPETENCY: patron training, learning and innovation
- **Use a Technology Reference Interview**
 URL: <http://create.coloradovirtuallibrary.org/use-technology-reference-interview>
 DESCRIPTION: learning objectives: apply the reference interview to technology related questions, and gain confidence in answering those questions (part of Online Training for Staff Series)
 KEYWORDS: technology, customer service, reference, interview
- **Proficiency with Technology**
 URL: <http://create.coloradovirtuallibrary.org/proficiency-technology>
 DESCRIPTION: learning objectives: assess current level of technology knowledge, and use a list of proficiencies as a plan for learning (part of Online Training for Staff Series)
 KEYWORDS: technology training, proficiency checklist
 COMPETENCY: patron training, public access technology
- **Library Customer Service**
 AUTHOR: Mary Beth Faccioli
 URL: <http://create.coloradovirtuallibrary.org/getting-started-library-customer-service>
 DESCRIPTION: Self-directed course covers beginning-level customer service in the library setting. This training addresses competencies within the Communication, Customer Service, and Ethics & Values sections of the Competency Index for the Library Field. Modules include the following: 1. Privacy, Confidentiality, and Intellectual Freedom.
 KEYWORDS: customer service, conflict, attitude, communication, privacy, confidentiality, intellectual freedom
 COMPETENCY: customer service, communication
- **Tech Training Tips**
 URL: <http://create.coloradovirtuallibrary.org/tech-training-tips>
 DESCRIPTION: learning objectives: use effective training techniques when working with patrons, in both impromptu and scheduled situations (part of Online Training for Staff Series)
 KEYWORDS: technology training
 COMPETENCY: patron training, public access, technology

STANDARDS AND POLICIES

North Dakota Library Policy and Form Templates

COMPETENCY: library management competencies: develops policies and procedures based on the library's mission and user needs to guide efficient and effective library operations

SUBMITTED BY: Mary Soucie

RESOURCE FORMAT: sample policies, handout

CONTACT PERSON: Eric Stroshane, estroshane@nd.gov

STATE LIBRARY: North Dakota

AUTHOR: Library Development

SKILL LEVEL: all

AUDIENCE: library administration, trustees

URL: <http://library.nd.gov/policytemplates.html>

DESCRIPTION: sample library policies and forms for everyday library operations

KEYWORDS: policies, templates

Maine State Library Standards and Policies

RESOURCE FORMAT: webpage

CONTACT PERSON: Stephanie Zurinski, Maine State Library

STATE LIBRARY: Maine State Library

URL: <http://www.maine.gov/msl/libs/admin/policies/index.shtml>

DESCRIPTION: policy templates for just about any policy a library need, including sample e-reader policies

North Carolina Standards for Public Libraries

<http://statelibrary.ncdcr.gov/ld/aboutlibraries/standards/2012PublicLibraryStandardsFinal.pdf>

New Jersey Library Director New Director Training

www.njstatelib.org/services_for_libraries/consulting_services/library_directors

Tennessee Standards

http://tn.gov/tsla/lps/lib_standards.htm

ARCHIVED WEBINAR COLLECTIONS

Kentucky Trustee Certification Program

COMPETENCY: library management / trustee training

RESOURCE FORMAT: archived webinars, recommended readings

CONTACT PERSON: Beth Milburn, beth.milburn@ky.gov

STATE LIBRARY and AUTHOR: Kentucky Department for Libraries & Archives

SKILL LEVEL: beginning, intermediate

AUDIENCE: library directors, trustees/board

URL: <http://kdla.ky.gov/librarians/trustees/Pages/TrusteeCertification.aspx>

DESCRIPTION: The Kentucky Public Library Trustee Certification Program provides trustees with the tools that will enable them to fulfill their legal responsibilities to the library and their community.

KEYWORDS: trustee, certification

Kentucky KDLA Webinars (archived)

COMPETENCY: personal/interpersonal competencies / library collection competencies

RESOURCE FORMAT: archived webinars

CONTACT PERSON: Beth Milburn, beth.milburn@ky.gov

STATE LIBRARY and AUTHOR: Kentucky Department for Libraries & Archives

SKILL LEVEL: beginning, intermediate

AUDIENCE: library staff, trustees/board

URL: <http://kdla.ky.gov/librarians/staffdevelopment/Pages/KDLAArchivedWebinars.aspx>

DESCRIPTION: access to most of the webinars KDLA staff have produced for public library staff and trustees

KEYWORDS: management, readers advisory, cataloging, e-rate, reference

KEYWORDS: public library, management, administration, personnel, budgets, community relations, law, policies, marketing, public relations, customer service, strategic planning, trustees

Maryland's State Library Resource Center (SLRC) Archived Webinars

RESOURCE FORMAT: archived webinar

CONTACT PERSON: Nini Beegan, nbeegan@carr.org, 443-340-7853

STATE LIBRARY: Maryland

AUTHOR: State Library Resource Center (SLRC) staff

SKILL LEVEL: all

AUDIENCE: library staff

URL: http://www.slrc.info/development/webinar_archive/

DESCRIPTION: one hour webinar recordings on various library-related subjects

KEYWORDS: reference, customer service, workforce, mental health, genealogy, fine arts, history, research, viewer's advisory, Google, privacy, grant seeking, literature criticism, science, legal resources, literature, business, marketing plan

Montana Director/Trustee Relationships

COMPETENCY: library management competencies: organizational leadership

RESOURCE FORMAT: archived webinar series

CONTACT PERSON: Jo Flick, jflick@mt.gov

STATE LIBRARY: Montana State Library

AUTHOR: Catherine Hakala-Ausperk

SKILL LEVEL: beginning

AUDIENCE: library directors and board members

URL:

http://learning.msl.mt.gov/Home/library_development/administration/happily_ever_after_from_interview_to_action_board_director_relationships_that_work.aspx

DESCRIPTION: Library directors and boards learn online with expert consultant/trainer Catherine Hakala-Ausperk. A PERFECT MATCH: Before beginning a search for a Library Director, it's important to know for whom you are searching! Exercises help identify characteristics matching library and community needs. THE SEARCH BEGINS: Discussions, activities surrounding writing the job ad, reviewing candidates, selecting interviewees, creating great questions and conducting the interview. THE CHOICE: How to actually hire, from reference checking to negotiations, salary and perks, to staff and community orientation. FUTURE SUCCESS: Sustaining an excellent employee is just as important for directors! This section covers expectations (from communication channels to goals), clarifying roles, resolving challenges, motivation, and ongoing development.

KEYWORDS: library board, trustees, management, planning, succession, relationships, director, hiring, strategic planning, needs analysis, employees

Wyoming's Trustee Trouble Videos

COMPETENCY: trustees, friends, foundations

RESOURCE FORMAT: video (8-12 min. each)

CONTACT PERSON: Jamie Markus, jamie.markus@wyo.gov

STATE LIBRARY and AUTHOR: Wyoming State Library

SKILL LEVEL: beginning

AUDIENCE: trustees

URL: <http://www.wyominglibraries.org/trusteetrouble.html>

DESCRIPTION: In this series of episodes, laugh and learn along with Dan, a new library trustee, as he muddles through his first year on the library board. We suggest viewing one episode per month and then as a group, discuss the episode and answer the questions asked at the end of the segment.

Colorado State Library's CSL in Session Webinars

COMPETENCY: innovation and learning

RESOURCE FORMAT: webinars - Adobe Connect

CONTACT PERSON: Christine Kreger

STATE LIBRARY: Colorado State Library

AUTHOR: Christine Kreger with various library staff

SKILL LEVEL: all

AUDIENCE: staff

URL: <http://cslinsession.cvlites.org/>

DESCRIPTION: CSL in Session is an online learning series of free, hour-long virtual classes on a broad range of library-related topics. These aren't your standard information-dump-style webinars. We're planning interactive online classes where participation is central to your learning, and where you go away with distinct takeaways that can be immediately applied in your libraries and in your professional lives. Individual classes support a variety of learning competencies.

KEYWORDS: interactive adult learning

Utah's Creating a Positive Workplace (Parts 1 & 2)

COMPETENCY: personal/interpersonal competencies, organizational leadership

RESOURCE FORMAT: archived webinar sessions

CONTACT PERSON: Colleen Eggett

STATE LIBRARY: Utah State Library

AUTHOR: Andrew Sanderbeck

SKILL LEVEL: all

AUDIENCE: library director, trustees, and staff

URL: Part 1: <http://usltraining.wordpress.com/2014/06/12/positive-workplace-1>

Part 2: <http://usltraining.wordpress.com/2014/06/19/positive-workplace-2>

DESCRIPTION: Everyone wants to work in an organization that's brimming with positive energy. But how can we create and maintain a positive work environment, especially when "Negative Nancy" is in the library? Creating a healthy, positive work environment is the key to employees being happier with their work and in turn more efficient and productive. The challenge is: how do we do create it? This interactive and fun two part webinar series examines four hurdles that library leaders face when bringing about positive changes in the library workplace and gives practical ideas for overcoming those hurdles.

KEYWORDS: employee retention, work environment, productivity

Maine's Voluntary Public Librarian Certification

Submitted by: Janet McKenney, ME State Library

COMPETENCY: core technology, personal, interpersonal, acquisition and processing, cataloging, collection development, facilities, financial management, marketing, public relations, digital resources technology, organizational leadership, personnel management

RESOURCE FORMAT: archived webinars, PowerPoint, online tutorials

CONTACT PERSON: Stephanie Zurinski, stephanie.zurinski@maine.gov

STATE LIBRARY: Maine State Library

AUTHOR: Webjunction, Skillsoft, Idaho Commission for Libraries, Infopeople

SKILL LEVEL: basic, intermediate, and advanced

AUDIENCE: library staff

URL:<http://www.maine.gov/msl/libs/ce/libcert.shtml>

DESCRIPTION: The Maine State Library has developed a three level voluntary certification program comprised of online courses, archived webinars, workshops and special institutes to meet the needs of Maine's library staff for ongoing training. Library directors and personnel who do not have formal training in library science should start with Basic Certification training which includes introductory coursework in core areas: Fundamentals of Librarianship, Collection Development, Organization of Materials, Management, Programming/Services and Technology. All the courses fit into the American Library Association (ALA) Core Competencies and the 21st Century Skills matrices. Intermediate and Advanced Certification builds on the work done at the basic level and allows the librarian to explore these topic areas in more depth by choosing electives in each subject area. Once a certification level is achieved, the librarian is required to attend or complete 5 classes, webinars or workshops each year to maintain that level of certification. School Library Media Specialists and Ed Techs can use these courses toward recertification in Maine.

KEYWORDS: voluntary certification online

Utah State Library Online Learning Lab

COMPETENCY: staff training and development

RESOURCE FORMAT: recorded webinars

CONTACT PERSON: Colleen Eggett

STATE LIBRARY and AUTHOR: Utah State Library

SKILL LEVEL: beginning, intermediate

TARGET AUDIENCE: all library workers

URL: <http://usltraining.wordpress.com/>

DESCRIPTION: a collection of recorded webinars for library workers

KEYWORDS: staff training

New York State Library Trustee Webinars

The Library Trustees Association of New York hosts an annual trustee institute once a year. The State Library has been hosting webinars for trustees and we have plans for more. So far we have hosted What Every Trustee Should Know, Basic Library Law for Trustees and The Critical Partnership: Public Library Trustees and Directors. All archived: <http://www.nysl.nysed.gov/libdev/trustees/webinars.htm>.

Montana: My Librarian

COMPETENCY: core technology competencies, core web technologies, community relations

RESOURCE FORMAT: recorded/archived webinar

CONTACT PERSON and AUTHOR: Joann Flick, CE Coordinator, MT State Library, jflick@mt.gov

STATE LIBRARY: Montana

SKILL LEVEL: intermediate

AUDIENCE: library directors, staff, trustees

URL: <http://vimeo.com/channels/4037849>

DESCRIPTION: Multnomah County Library (MCL) in Portland, OR recognizes that their staff has a lot of expertise, and not just about librarianship. Some are great at cooking, gardening, or art...and so many other things! MCL has developed a program to showcase that expertise and connect patrons to their librarians on a more personal level. When Dan Bell from the Lewistown Public Library saw the MCL presentation at ALA, he wanted to implement something similar at his library. In this webinar, we put Lewistown and Portland together online so librarians everywhere can be inspired and learn how to implement a "My Librarian" program at their library. Presented by Alison Kastner, Multnomah County Library, Dan Bell and KellyAnne Terry, Lewistown Public Library. Originally recorded 10/21/2014.

KEYWORDS: library service, reference, Internet, virtual librarian, customer service, reader's advisory

Montana's Instructional Design for Librarians

COMPETENCY: public service competencies, patron training

RESOURCE FORMAT: archived webinar

CONTACT PERSON and AUTHOR: Joann Flick, 406-431-1081, jflick@mt.gov

STATE LIBRARY: Montana State Library

SKILL LEVEL: intermediate

AUDIENCE: librarians who conduct training

URL: <https://vimeo.com/channels/403784/1029418129>.

DESCRIPTION: Do you provide training and presentations at your library, either formally or informally? You might benefit from learning about instructional design - the specific and strategic methods used to plan, execute, and evaluate training and learning activities. In this session, Jo Flick will introduce library staff who train to some of the most common models for instructional design and demonstrate some take-away strategies that you can use to improve your training activities.

KEYWORDS: instruction, teaching, learning, professional development, continuing education, instructional design

Growing Wisconsin Readers

SUBMITTED BY: John DeBacher

COMPETENCY: children's services (early learning), staff training and development

RESOURCE FORMAT: website with links to promotional materials, archived trainings, resources

CONTACT PERSON: Tessa Michaelson Schmidt, tessa.schmidt@dpi.wi.gov

STATE LIBRARY: Wisconsin Dept of Public Instruction, Public Library Development

AUTHOR: Tessa Micaelson Schmidt (and others)

SKILL LEVEL: all

URL: this link is to librarians (both school and public) <http://growingwisconsinreaders.org/librarians>
DESCRIPTION: Growing Wisconsin Readers is a statewide initiative rooted in public libraries that aims to support Wisconsin caregivers of young children with information about early literacy so they can prepare children for learning at school and beyond.
KEYWORDS: early learning, outreach, reading readiness

California (Infopeople) Archived Webinars

SUBMITTED BY: Lisa Barnhart
RESOURCE FORMAT: archived webinars
CONTACT PERSON: Eileen O'Shea, eileen@infopeople.org
STATE LIBRARY: California State Library
AUTHOR: Infopeople
SKILL LEVEL: beginning, intermediate
AUDIENCE: library staff, trustees/board, volunteers
URL: <https://vimeo.com/channels/525557> and
<https://infopeople.org/training/view/webinar/archived>
DESCRIPTION: access to all Infopeople webinars delivered since 2003
KEYWORDS: public library, management, administration, personnel, budget, community relations, law, policies, technology, customer service, strategic planning, youth services, adult services, children's services, and many more.

LIBGUIDES/REPORTS

North Carolina's Affordable Care Act Resources

COMPETENCY: public services for adults and older adults

RESOURCE FORMAT: online LibGuide

CONTACT PERSON and AUTHOR: Jeffrey Hamilton, 919-807-7417

STATE LIBRARY: State Library of North Carolina

SKILL LEVEL: all

AUDIENCE: library staff

URL: <http://statelibrary.ncdcr.libguides.com/affordablecareact>

DESCRIPTION: information and resources for library staff about the Affordable Care Act and health insurance enrollment

KEYWORDS: ACA, health insurance

California (Infopeople): Adult Programming Ideas

COMPETENCY: public services

RESOURCE FORMAT: handout (PDF)

CONTACT PERSON: Lisa Barnhart, lisa@infopeople.org

STATE LIBRARY: California State Library

AUTHOR: Infopeople

SKILL LEVEL: beginning, intermediate

AUDIENCE: adult services library staff

URL: <https://infopeople.org/content/programming-0>

DESCRIPTION: This collection of creative Adult Programming ideas was generated from an Infopeople Course taught by Ann Awakuni on Adult Programming 2.0. The list is organized by topic and includes the name of the program as well as a contact person for additional information.

KEYWORDS: adult services, programming

North Carolina's Edge Final Report and LibGuide for Edge Deployment

COMPETENCY: technology, technology planning

RESOURCE FORMAT: document

CONTACT PERSON: Jeffrey Hamilton, 919-807-7417

STATE LIBRARY: State Library of North Carolina

AUTHOR: Joyce Chapman

SKILL LEVEL: all

AUDIENCE: library staff

URL: North Carolina's Edge Final Report: http://plstats.nclive.org/reports/EDGE_analysis_final.pdf;

North Carolina's LibGuide for their EDGE deployment

<http://statelibrary.ncdcr.libguides.com/libraryedge>

DESCRIPTION: The results from the Edge assessment show us where NC libraries stand in three categories: Community Value, Community, Engagement, and Organizational Management

KEYWORDS: Edge, technology planning

Alaska Professional Development Resources for Public Librarians

RESOURCE FORMAT: online resource guide

CONTACT PERSON and AUTHOR: Julie Niederhauser

STATE LIBRARY: Alaska State Library

AUTHOR: Julie Niederhauser

SKILL LEVEL: all

AUDIENCE: library staff

URL: http://lam.alaska.gov/professional_library_development

DESCRIPTION: This resource guide was designed to provide public librarians with access to continuing education and professional development resources

KEYWORDS: professional development, public librarians

Alaska New Librarian Toolkit

RESOURCE FORMAT: online resource guide

CONTACT PERSON: Julie Niederhauser

STATE LIBRARY: Alaska State Library

AUTHOR: Julie Niederhauser

SKILL LEVEL: all

AUDIENCE: library staff

URL: <http://lam.alaska.gov/librarydirectortoolkit>

DESCRIPTION: This guide was designed to bring together resources library staff new to Alaska need to successfully accomplish their work

KEYWORDS: Alaska, library staff, librarian

Maryland's State Library Resource Center (SLRC) Research Guides

RESOURCE FORMAT: web guide

CONTACT PERSON: Nini Beegan, nbeegan@carr.org, 443-340-7853

STATE LIBRARY: Maryland

AUTHOR: State Library Resource Center staff

SKILL LEVEL: all

AUDIENCE: library staff; public

URL: <http://www.slrc.info/resources/guides/>

DESCRIPTION: links to topics of interest curated by specialist librarians

KEYWORDS: research, African American, art, music, biography, genealogy, books, reading, business, personal finance, education, financial aid, family, film, television, theatre, government, law, grants, non-profit, health, wellness, history, garden, jobs, language, writing, religion, philosophy, science, sports, hobbies, travel

New Hampshire's Accidental Troubleshooter Slideshare

Author: Bobbi Slossar of New Hampshire: <http://www.slideshare.net/bibliotecaria/techbased-reference-interview-nhla-2011>

Alaska's LibGuide for iPads

<http://lam.alaska.gov/ipads>

Ephrata, Kansas Public Library's Lib Guides

Staff for tech training also as part to their library's competencies:

<http://ephratapubliclibrary.libguides.com/competencies>

Colorado Quick Guides, Policy Examples, and Public Library Leadership Resources

<http://www.cde.state.co.us/cdelib/librarydevelopment/publiclibraries/index>

OTHER RESOURCES

Wyoming State Library Training Calendar

COMPETENCY: all

RESOURCE FORMAT: handbook

CONTACT PERSON: Jamie Markus, jamie.markus@wyo.gov

STATE LIBRARY and AUTHOR: Wyoming State Library

SKILL LEVEL: beginning

AUDIENCE: all

URL: <http://www.wyominglibraries.org/calendar.html>

DESCRIPTION: monthly calendar of free library continuing education events

KEYWORDS: continuing education, training, calendar, free, webinar

NW Central

SUBMITTED BY: Jennifer Fenton, WA State Library

COMPETENCY: staff training and development

RESOURCE FORMAT: portal

AUTHOR: NW Central

SKILL LEVEL: all

AUDIENCE: library staff, volunteers, trustees

URL: <http://nwcentral.org>

DESCRIPTION: NW Central is a continuing education resource portal for library staff in the Pacific Northwest. Resources can be posted by anyone.

KEYWORDS: training portal, northwest

Louisiana: Dealing with Difficult Patrons

COMPETENCY: customer service

FORMAT: PowerPoint

CONTACT PERSON and AUTHOR: Charlotte Pringle

STATE LIBRARY: State Library of Louisiana

SKILL LEVEL: beginning

AUDIENCE: staff

DESCRIPTION: This training can be used to improve the handling of difficult situations with patrons in all areas of the library. Dealing with difficult patrons is core to high standards of customer service. Those receiving the training can be empowered to provide the best service experience possible.

KEYWORDS: customer service, difficult patrons, staff training

Alaska's 23 Modified Things (<http://akdigitalintro.blogspot.com>) a few years ago with the barrier that blogging presented. Lessons learned: [http://alaskalibrarynetwork.org/wp-content/uploads\(...\)/of-Intro-to-AK-Digital-Resources-Training.pdf](http://alaskalibrarynetwork.org/wp-content/uploads(...)/of-Intro-to-AK-Digital-Resources-Training.pdf) that others might find useful.

Maine State Library – Library Job Descriptions

RESOURCE FORMAT: webpage

CONTACT PERSON: Stephanie Zurinski, Maine State Library

STATE LIBRARY: Maine State Library

URL: <http://www.maine.gov/msl/libs/admin/jobdesc.shtml>

DESCRIPTION: policy templates for just about any policy a library need, including sample e-reader policies

Maryland's Conference List

RESOURCE FORMAT: list

CONTACT PERSON: Nini Beegan, nbeegan@carr.org, 443-340-7853

STATE LIBRARY: Maryland

AUTHOR: Nini Beegan

SKILL LEVEL: all

AUDIENCE: library staff

URL: <http://www.merlincommunity.org/images/files/Conference%20List.pdf> OR

<http://tinyurl.com/k9dsw6a>

DESCRIPTION: list of conferences – library and non-library that can be of interest to library staff

KEYWORDS: conference

The United for Libraries Trustee Academy

http://www.ala.org/united/trustees/trustee_academy

LearnFree: Tutorials on basic computer systems, devices, etc. <http://www.gcflearnfree.org/topics>

Lynda.com: For all kinds of online training <http://lynda.com>