

*Help Staff Succeed  
When Taking Online Training*

*Lunch Lessons  
CLiC & Colorado State Library*

December 9, 2009 - 12:00-12:45 pm

With Pat Wagner  
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University of North Texas LE@D  
Lifelong Education @ Desktop

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*Presentation Cast*

	Pat Wagner	
	Judy Van Acker	
	Lisa Priebe	

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I'm an  online Learner

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*Getting Ready*

- Have handout of slides ready.
- “Do Not Disturb” sign in place.
- Paper and pen for notes.
- Prepare questions.

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*Online Education Agenda*

- Ask the library experts.
- Adult education dilemmas.
- The 7 myths of online education.
- Why online is worth using.
- What roles need to be cast?

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*Ask the Library Experts*

*What have you seen and heard  
that you think prevents online  
education from being more  
successful in libraries?*

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*Ask the Library Experts*

- Lack of bandwidth & technology.
- Lack of time.
- Lack of experience online.
- Poor history w/ online classes.
- Resistance from educators.
- Poor support from workplace.

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*Adult Education Dilemmas*

- Adults need context:
  - to build *associative* memory
- Adults need applicability.
- Failure haunts many learners.
  - adults need support
    - adults need reassurance
    - adults need success

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*If You Were in Charge*

*What is one thing you would do to improve the success of adult education in libraries?*

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*The 7 Myths of Online Ed*

- *E-learning means expedient.*
- *Needs no preparation.*
- *Most adults are self-directed.*
- *Learning takes place in class.*
- *Needs no budget or time.*
- *Needs no supervision.*
- *Needs no follow-up.*

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*Online Research Profile*

- *Who are your typical students?*
- *Some online ed research uses:*
  - college setting
  - younger subjects
  - classes for credit and/or grade
  - experienced online participants
- *How do yours compare?*

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*Reports From the Field*

- Amarillo experiment.
- Poor completion rates.
- Resistance by leadership.
- *"Just hit the return key!"*
- *The necessity of interaction, live or online.*
- Self-directed is mostly a myth:
  - if we mean behavior change

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***Your Truths***

*Please share any additional firsthand research or anecdotes related to online adult education.*

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***Why Online is Worth Using?***

- Riches beyond your fingertips.
- Accommodates + learning styles.
- Networking around the world.
- Self-paced.
- Don't have to compete in class.
- Quality at a great price.
- It is the 21st Century, after all.

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***What roles need to be cast?***

- Who is responsible?
- It takes a village:
  - *regional library leaders*
  - *individual library leaders*
  - *HR experts and trainers*
  - *managers and supervisors*
  - *the online participants*

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*Regional Library Leaders*

- Is online ed a strategic priority?
- Is it someone's responsibility?
- Do you keep reminding folks?
- Do you promote it at meetings?
- Do you hunt for \$\$\$ incentives?
- Do you hunt for technology?
- *What would you add?*

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*Individual Library Leaders*

- Do you take it seriously?
- Do you require it of everyone?
- Is it written into budget and plans?
- Is someone in charge?
- Are you walking the talk?
- Are you approving enough time?
- *What would you add?*

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*HR Experts and Trainers*

- Is online ed written into the job?
- Do you walk the talk?
- Do you help staff "star" online?
- Do you provide live support?
- Do you hold staff-wide events?
- Are participants rewarded?
- *What would you add?*

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### *Managers and Supervisors*

- Do you initiate learning:
  - are you a teacher, too?
- Do you take the classes, too?
- Do you hold group classes?
- Do you reward positive change?
  - do you note and praise success?
- *What would you add?*

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### *The Online Participants*

- Set personal and career goals.
- Start small.
- Tie learning to your workplace.
- Ask for help.
- Try hard stuff.
- Make lots of mistakes.
- *What would you add?*

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### *What's Next*

- *pat@pattern.com*
- LinkedIN: Pat Wagner
- Twitter: *pat2pattern*
- librarything: *PatternResearch*
- LE@D: *leadonline.info*
- *Free* bookmarks, pins, magnets.

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**Before You Go**

**WebJunction Courses 24/7**

**I'm an Online Learner**

Improve your work skills and performance without leaving your desk!  
Earn certificates of completion!

WebJunction offers hundreds of quality online self-paced courses for Colorado Library staff:

- Technology
- Library Services
- Management

Questions about this program? Contact Lisa Papp at CLIC or [lpapp@clib.org](mailto:lpapp@clib.org) at the Colorado State Library.

**Register**

- Cost per course is \$10.
- [Access the registration form.](#)

**Courses**

- [Check catalog](#) on the WebJunction site. (For information purposes only - to receive the discounted course rate, you must register and pay using [this registration form](#).)

**Tip Sheet: Online Learning Strategies for Parents and Managers** 60s

**Video Overview: The WebJunction 24/7 Online Course Experience** 60s

"I'm an Online Learner" is offered by the [Colorado Library Consortium](#) and the [Colorado State Library](#).

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