

Designing a Reference Training Course and Cultivating a Community of Practice

Utilizing the LMS for Staff Training and Development

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Special Leave January 1, 2018 – December 31, 2018



Outline

- Introduction
- Community of Practice (CoP)
- LMS for Staff Training & Development
 - Reference Training Course
- Building a Brightspace Course
 - Toolkit for Trainers
- Resources LibGuide

Introduction

- Reference Coordinator at Sexton
 - Facilitate ref training for Sexton staff
 - SIM Interns supervisor
- Chair, LIPCC
 - Intern Enrichment Program
- DLSPC
 - Participate in system-wide staff ref training programs
- PD Interests
 - Staff training and development
 - Mentorship in the workplace

What is a Community of Practice (CoP)?

- Group of people pursuing common interest
- Joint activities and active learning
- Co-create knowledge
- Build relationships through shared specialist knowledge
- Non-hierarchical, diverse perspectives
- Share information, experiences and competencies

Examples of COPs in Libraries

- Libraries moving from top-down mentoring to CoPs
- Supports a culture of learning, diversity and inclusiveness

- University of Idaho: new academic librarians engaged in tenure process
- University of Ohio: multiple CoPs created by subject liaisons out of desire to create more flexible workforce
- USask: leadership development – to create momentum after a workshop

A CoP Framework

- Can develop organically after formal training has taken place
- Create the prototype pilot then launch and grow

- Proposing a Reference Trainers CoP
 - For anyone involved in ref training & development
 - Could expand to a more general staff development CoP

- Supportive LibGuide includes resources to get started
 - Intended to become a CoP knowledge asset

Benefits of a CoP

- Mutually agreed upon activities
- Knowledge sharing
- Individual commitment to the group
- Explore group potential through professional development and research
- Inspire innovation and change

Benefits of a CoP

- “Collaboration in action”
- Informal interaction within a formalized structure
- All knowledge levels welcome
- Virtual infrastructure, and/or in-person means participation is not restricted by physical location

Reference Trainers CoP Potential Activities

- Repository of sharable modules and training materials
- Professional development resource sharing
- Can be used as orientation tool
- Co-create training materials and best practices
- Share training stories and lessons learned
- Create shared competencies

LMS for Staff Training & Development

- Use Brightspace as CoP pilot platform
- Expansion beyond Dalhousie after pilot may require different software
- Created Reference Training Course in Brightspace
 - Provides initial content for Reference Trainers CoP

Brightspace Features

Many features to enhance trainee experience:

- Ponopto for lecture capturing and video streaming
- Collaborate for web conferencing
- Discussion boards
- Quizzes and assignments
- ePortfolio for tracking individual progress

Brightspace for Staff Training & Development

- Support “on-demand” training anytime, anywhere
- Address challenges with coordinating in-person training
- Embed valuable assets such as library tutorial videos
- Record in-person staff trainings, and presentations to embed later
- Blended = more efficient use of in-person training time

Brightspace Course Build Toolkit

Course Preparation, Design, Build, Launch & Develop

Step 1: Learning about Instructional Design

Step 2: Working with an Educational Developer

Step 3: Course Plan and Learning Outcomes

Step 4: Course Build in Brightspace

Step 5: Course Launch

Step 6: Further Course Development

Course Preparation & Design

- Brightspace training courses with ATS
- Learning about Instructional Design

- Working with Educational Developer at CLT
- CLT Course Plan Template
- Reference Training Course Plan Draft

Course Plan Template Sample

Course Plan				
Instructor:				
Course:				
Implementation Date:				
Course Learning Outcomes:				
Week 1	Date	Content	Activities	Assessment/Grading
Outcomes:				
Week 2	Date	Content	Activities	Assessment/Grading
Outcomes:				
Week 3	Date	Content	Activities	Assessment/Grading
Outcomes:				

Sexton Library Reference Training Course

- [Brightspace](#)
- Content still under construction
- Living document
- Will evolve based on feedback and training needs

Course Launch

- Test Summer 2019
- Launch September 2019
- Further testing and feedback

Further Course Development

- Solicit ongoing feedback
- Enhance eLearning skills
- Optimize accessibility features
- Design trainee self-assessment tools
- Create more videos
- Maintenance

Possibilities for Staff Training & Development

- Map shared employee competencies to learning outcomes
- Implement eLearning strategy
- Could address need for consistency and efficiency of service at service points

Resources for CoP & Course Design

- [Reference Trainers CoP Libguide](#)
 - Internal guide