



Introduction

In accordance with the Wisconsin Valley Library Service 2017 Plan, WVLS provides training and consultation services for library staff, administration, and trustees of 25-member libraries. WVLS member libraries serve extended county populations ranging from 718 to over 21,000.¹ This disparity in service population justifies the need for a variety and adaptability of training resources. Library staff, administration, and trustees and those of neighboring systems are invited to training opportunities not specific to WVLS member libraries.

The Survey

WVLS distributed the 2017 WVLS Training Survey to member library directors via email on June 16, 2017. The survey closed Friday July 7, 2017.

There were 14 questions including six ranking questions, two multiple choice questions, one open ended, two calls for training examples, and a call for comments and questions. Participants specified their interest in training topics using a four-tiered rating range: Very Interested, Interested, Not Interested, N/A Does Not Apply.

Preferred Training Tools

- The top three training methods for both technology and general training topics were: Small Group Training, Written Training Guides, and Pre-recorded Training Videos.

Preferred Training Tool Responses

- *A magic wand*
- *A page of pre-recorded videos, Handouts and videos, Pre-recorded training videos*
- *Written guides located in a central spot, I enjoy looking at handouts or notes*
- *Small group training, Small group training with guides, Small group training*
- *I like group training, but it's not practical. We've been using the prerecorded training with some success. The guides—because they tend to come first are nice to have printed and at the desk if they're short.*
- *Programs developed by professional educators.*
- *The website is a good tool*

Training Topics

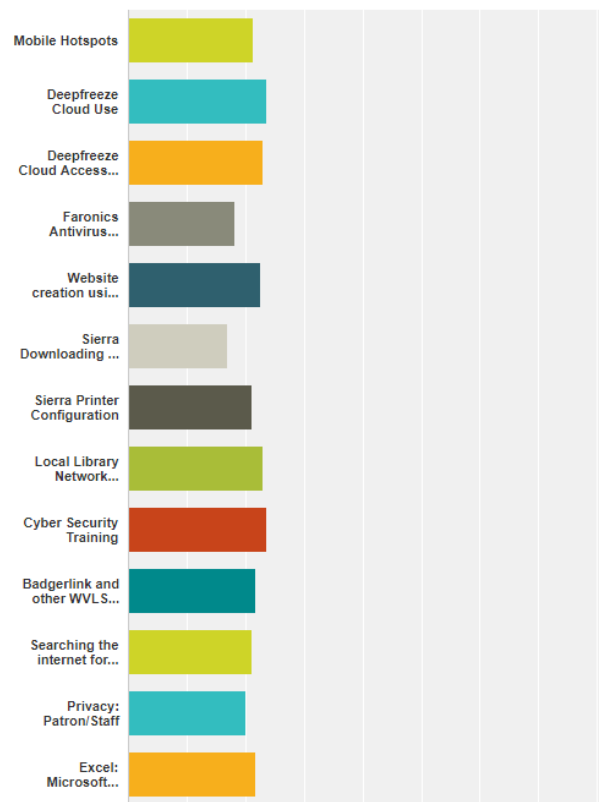
Technology training topics gathering a “very interested” response (rate over 30%):

- DeepFreeze Cloud Use 39%
- DeepFreeze Cloud Access and Installation 39%
- Website Creation Using WordPress 39%

(continued)

Rate your interest in technology training topics.

Answered: 18 Skipped: 0



¹ [2016 System Information and Public Library Statistics Booklet](#). Wisconsin Valley Library Service.

- Local Library Network Equipment Training (router switches, wireless access points WAPs, etc.) 39%
- Cyber Security Training 39%
- Mobile Hot Spots 33%
- BadgerLink and Other WVLS Provided Databases 33%
- Excel: Microsoft Office Product 33%

Sierra Create List training topics gathering a “very interested” response (rate over 30%):

- Find Expired/Inactive Patrons 50%
- Find Patrons with Fines Higher than \$5, \$50, \$100 44%
- Find Patrons Inactive for 2 Years with Fines Less than \$1 44%
- Export a Create List into Excel 44%
- Find Lost Items 39%
- Find Billed Items 39%
- Find Items in Transit for Over 1 Month 33%

Sierra Decision Center training topics gathering a “very interested” response (rate over 30%):

- Weeding: low circulation/high circulation 56%
- Weeding: specific call number range 50%
- Weeding: publication age of items 45%
- Clean-up: missing, in transit, lost, billed items 45%
- Circulation: hourly/monthly/yearly busy times 45%
- Circulation by Patron Age 39%
- Popular Titles at Your Library Per Patron and Item Type 39%

Other Sierra training topics gathering a “very interested” response (rate over 25%):

- Cataloging 33%
- MARC Alerts 33%
- Offline Sierra Module Instructions for When Connectivity or Sierra is Down 28%
- Importance of Pcode 4, Patron Agency, and Home Library Statuses 28%

Examples or Training Assistance Offered for Sierra and Decision Center

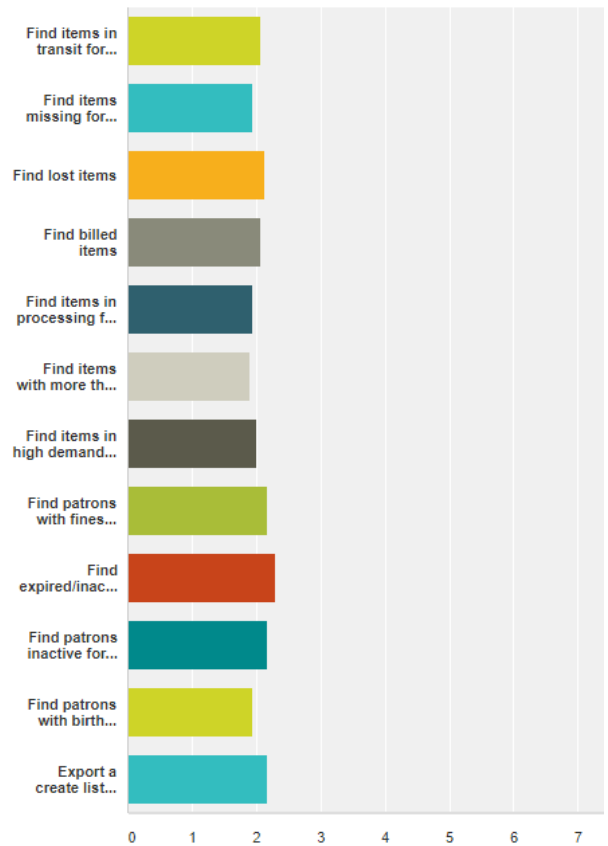
- *We run frequent reports and would be happy to assist.*
- *See Chris Luebbe.*

Comments or Additional Suggestions

- *Those marked as interested are what we do, not necessarily what we need. Very interested, well we simply either need them, or need more training on them.*
- *I think Sierra can do much more than I am aware of. I would like a standard set of templates to use to run reports that need to be*

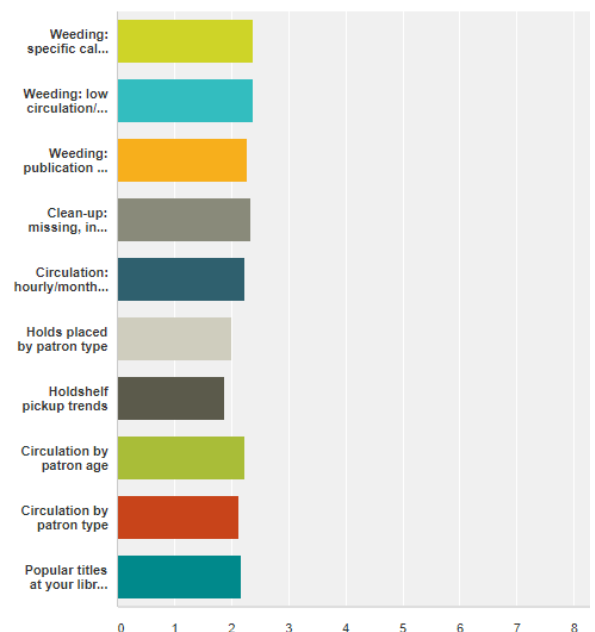
Rate your interest in Sierra Create List training topics.

Answered: 18 Skipped: 0



Rate your interest in Sierra Decision Center training topics.

Answered: 18 Skipped: 0



run daily, weekly, monthly, etc. And CEUs for training would be great. If there is an interest in learning about a topic, that means it will provide EDUCATION about that topic. The idea that the training was offered once and that is the only time credit will be awarded does not seem fair. If a person is taking the time to want to LEARN about a topic, it should be education. There were a variety of presenters, over the years, who had different training abilities. The additional training now should be looked at as TRAINING, not just refreshers, in my opinion. I don't know if I am the only one, but for example, bills for items used to be a monthly thing--or money was exchanged at V-Cat meetings. I can't remember the last time I was billed by anyone--and I know there are items still being lost or damaged. On the other hand, I have not had time to struggle to run reports to find my billing items as it is a challenge each and every time to figure out formulas for reports only occasionally run. So, I think others, not just me, would benefit from some educational training. Thanks for asking for opinions.

Action

Small Group Training

- WVLS will develop opportunities for small group training on topics of priority.
- WVLS will develop opportunities for small group, in-person technology training sessions per county or organized by member library proximities.
- WVLS will offer small group training opportunities that will be filmed and posted on the WVLS YouTube Channel and website for future use.

Video

- WVLS will prioritize training topics for videos and develop a calendar for training resource production.
- WVLS will post training videos to the current WVLS YouTube Channel which provides the ability to share and link to videos easily.
- WVLS will produce videos of the technology team and ILS team discussing and demonstrating on priority topics indicated in this survey.
- The WVLS website will feature additional collections of related or standalone videos.

Written Training Guides

- The V-Cat Cooperative Circulation Committee is tasked with evaluating existing training documents and V-Cat guidelines housed on the WVLS website.
- WVLS staff will evaluate existing training guides available on the WVLS website in addition to the Cooperative Circulation Committee's efforts.
- WVLS will prioritize training topics for written guide production and develop a calendar for implementation.

Promotion

- WVLS training resources will be promoted through email, WVLS Digital Lites blog posts, WVLS website pages, social media, via short highlight videos, and flyers as appropriate.