** WALT Meeting Minutes-Approved**

Date: **Friday, June 14, 2013**

Time: 9:30 a.m. – 2: 30 p.m.

Location: Burlington Public Library

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| **Meeting Facilitator**: Betha Gutsche | | **Attending:** Betha Gutsche, Geri Ventura, Ruth Zander, Kate Laughlin, Kristin Piepho, Eura Szuwalski, Darlene Pearsall, Jess Chandler, Jeanne Fondrie |
| **Note Taker:** Jeanne Fondrie | |
| **Timekeeper:** Eura Szuwalski | |
| **Devil’s Advocate:** Darlene Pearsall  **Gatekeeper/Consensus Tester:** Kate Laughlin | |
| **Key Discussion Points** | **Outcomes (Decisions, Action Items)** | |
| Welcome, intro  Check-in | Welcome and introduction from Maggie Buckholz, director of Burlington Public Library. | |
| Topic 1:  Minutes from  April 25 meeting | Kristin moved to approve the minutes from the meeting on April 25 at the OLA/WLA conference, Ruth seconded. Approved. | |
| Topic 2:  WSL/WLA CE Needs Assessment Survey | Jennifer Fenton suggested WALT focus on top 3 to see what we could do for us (WALT members) or for general library community, added bonus to attract new members.  Big thank you from those in attendance to Darlene and Ruth for organizing and facilitating the successful WALT-sponsored online class. Some of the high interest topics on the survey: improving communication w/patrons & co-workers, adapting to change, working with difficult customers, conflict resolution.  Communication suggestions: [Janet Ott](http://janetott.com/); [Catherine McHugh](http://catherinemchugh.com/); [Fierce Inc.](http://www.fierceinc.com/) (books: Fierce Conversations, Fierce Leadership). Could we record and make it available to people who registered and watch it later? What about a communications train-the-trainer workshop for us and others that could be recorded and provide access later. We could talk with Janet Ott about developing train-the-trainer program that WALT could package. Does she have experience in translating something online? Or, we could use resources we know and develop our own online program.  Adapting to change: suggestion of Debbie Westwood – she did a program for WSL’s First Tuesday. We could use same model with her.  Discussion of CE for us = cost & benefit for us VS training for wider library community. We could open workshop up and still use what we learn to adapt for our own use.  What topics do we want as personal development for us, our own in-service? Is there a topic we want that would also attract new members? Ideas: moving traditional training into online environment – developing tests, assessment & application, behavior change. What about [Cathy Moore](http://blog.cathy-moore.com/) on instructional design? Betha loves her ideas.  We should pick something that addresses top CE topic of improving communication w/patrons and co-workers and/or adapting to change.  **Action items:**  Jeanne will talk with Janet Ott about developing train-the-trainer program. | |
| Break |  | |
| Topic 3: WALT membership | WLA memberships are up overall but membership in IGs is down. May be due to the way the WLA membership form is set up. Betha, Jeanne, & Kate attended WLA board retreat last week and suggested WLA office change membership form to add info about each IG, and force registrant to select at least one IG or select an “opt-out” or “No IG.”.  What can we do, how do we share our values with others?  Kate suggested IG Co-Coordinators set up quarterly meetings, regular meetings, with IGs and send a regular “newsletter” communication to IG chairs also.  Betha – do we as WALT want to revisit mission statement, widen our appeal?  Darlene - maybe survey former members as to why they dropped, did they drop WLA completely, etc. Currently there is no discount for joining all IGs, such as $5 each or $20 for all.  Kristin – good to look at old WALT membership and contact people to say “we miss you.”  Kate – if we offer workshops, we promote them well and tell folks it’s a good time to joint WLA and WALT.  WLA has social media presence on Facebook, LinkedIn, and Twitter, plus WLA site will have social media function. Opportunity to communicate and promote what WALT is doing. There are tools to manage all of these as a group, such as HootSuite.  Eura – WALT may have lost members because people think they are not doing training. We need to emphasize everyone can be unintentional trainer, on the phone, in person. We need to expand our mission to expand membership.  Jess – suggests quarterly meeting of all IGs with breakout sessions.  Kate – suggests set up norm of meetings and WALT could model it for them.  Kristin – let’s invite other IG members to WALT meetings.  Kate – invite them to meeting where Eura talks about unintentional trainer workshop.  Darlene – need to tout benefit of membership in WALT, such as CE for us. Better communication from WLA office to Webmaster at IGs is needed, too.  **Action items**:  Understand more what WLA is doing in social media and see how we can participate. Still need a volunteer to follow up.  Betha - will look at WALT mission and vision statements and expand and redefine.  Eura – will share what she learns at unintentional trainer workshop. | |
| Topic 4: Sharing staff day resources | Kate - discussion of Staff Day RFP suggested process. We could all borrow staff from each other.  Outline of plan/ideas:   * Present to library leadership/administration as a cost saving measure, with resources and a process in place developed by WALT. * Present to library directors/leadership as a new resource they can tap for Staff Day talent. * Might be able create resource page w/speakers bureaus, vendors. * Solicit breakout sessions, keynote presenters, paid presenters. * Hosting library covers travel expenses, materials/handouts, AV, perhaps lunch, etc. * Possibility of using WSL CE grants. * Loaning library covers staff presenter’s time. * Pool similarly timed Staff Day RFPs: for 2013, WCLS 9/13 (keynote speakers Betha and Susan Anderson-Newham), KRL 9/26, Sno-Isle 10/7 (Joan Frye Williams keynote), SPL 10/7, Timberland Sept/Oct. * Use Google forms, or better ideas for accepting proposals? SurveyMonkey?   Thank you to Kate for bringing this up and being willing to organize this.  **Action item**:  Kate will beta test this for KRL Staff Day 9/26 –she is willing to “drive this train” and keep us in the loop. | |
| Topic 5: WALE conference, Oct. | Kate submitted a proposal for on Service Excellence in Your Library as pre-conference, based on workshops she did for WSL. Option of half-day or full day. She asked for WALT sponsorship.  Jeanne moved to support Kate’s proposal and sponsor this, Darlene seconded. Motion passed.    Jennifer submitted a proposal for Trends in Learning, E and Otherwise workshop that Betha did at 2013 OLA/WLA conference, with WALT sponsorship. | |
| Break |  | |
| Topic 6: Sharing over lunch | Betha – WebJunction capturing webinars and putting archives in catalog. Creating “coursinars” that incorporate activities, videos, and assessment into webinars. Looking at assessments as a choose-your-own-adventure with consequences instead of just “right” or “wrong” answers. [Becky Pike Pluth](http://www.bobpikegroup.com/Our-Consultants/United-States) has done something like this and Ruth will send something about her.  Gerie – finally getting to formal assessment, looking at strategic initiatives. How best to assess work in area of library, proving worth to campus that library is important place. Also looking at delivering training online.  Ruth – Targeted Selection, legally defensible hiring process, using company DDI. 4 hours of webinar and 4 hours in person. Performance management review, succession planning w/Paula Singer from Singer Group. Attended ASTD national conference (9000 attendees). Liked interactive session by Becky Pike Pluth. Doug Stevenson on storytelling, “hide the pill in the peanut butter,” and moving in and out of the story as character and as narrator. Session on innovation and how to think differently. Other sessions on leadership development, incorporating play into training (2 people from Google). In-service day moving along.  Kristin – working on in-service day. One of 5 children’s librarians going through certification to be STARS trainers. All 5 attended Guila Muir’s train-the-trainer workshop – she found this really relevant and great. Sno-Isle has new position, Library Assistant II, that will be doing some reference and some programming, so had LA2 boot camp – reference, storytime tools. STARS trainers helping with that training.  Eura – preparing for ALA. Her dept. approached by Elections Division to make documents accessible because they are using PDFs now, which are just images. Better to keep as Word document for accessibility. Then will do training for relevant staff from counties on this. General accessibility talks with other parts of state agency.  Darlene – has a new boss. Entire organization surveyed about what worked and did not work. Training rated high as working. Moving a lot of training online. Now end of training for new staffing process – looking at how to make it sustainable, such as having them meet online. Moving to Office 2013 soon. May be able to make every computer accessible with MS software. Moving to Bibliocommons for catalog. Developing Sharepoint training. Now have 3 in her training dept.  Jess – SPL had staff attend the WSL’s Leading From Any Position. She has a new boss, for only a few weeks. A lot of training going on. Training on streamlining staff meetings – “what I have,” “what I need” to make meeting go faster.  Jeanne – still tweaking new system-wide phone system, Developing tech competencies for staff who do reference, and will do training on the competencies with managers first. As part of rearranging staff to answer system-wide phone service, she will no longer be working at reference desk 4 hours/week, and instead will staff AskWa. | |
| Topic 7: Diversity and Inclusion forums for different cultural groups | Jess – diversity training at SPL. Diversity used to be about “tolerance” now about diversity and inclusion, continuing to grow. Sno-Isle doing diversity training now just for new hires. City of Seattle has wide variety of opportunities and library will take advantage of this. Library holding panel discussions of staff, with 4-5 people on each panel, called Our Way sessions – “you have your way of doing things, I have my way.” One topic per month for 1.5 hour, and the session is offered twice/month, then next month is new topic.  Why – promoting people, people don’t know each other and instead stay in own groups. One of first sessions discussed “does everyone feel welcome here?” Already have had or planned Filipino session, east African, east Asian/Vietnamese, Hispanic/Latino/a. All well attended and increasingly more popular. Staff just tell their stories and how came to be in libraries. Blurb put out to staff Your Way, Their Way, OUR WAY: Building Cultural Awareness and Cultural Competency, with resources, call for panelists, speaker FAQs, facilitator guidelines to give the panel structure.  Doing sessions on micro-aggressions; allies, who are key to being advocates for a particular group; challenging white privilege. Two-year program, so will look at visible and invisible disabilities.  Powerful that the panels are conversations with guidelines and not a training. Gave panelists questions to get them started. They didn’t let other people in the audience talk about their experiences and instead asked them to be on a panel.  Buy-in – time is an issue - not everyone can get to a session or is supported by manager to attend; some people attend on their own time.  Eura – at state required to take diversity training but then not talked about later just as with so much training.  Ruth – diversity objective as part of strategic plan. Plan to assess level of cultural competence and then develop activities.  Darlene – lucky to have Jo Cavinta who is doing a training session every month. Session on refugees in the community with Beth Farmer, which was recorded. Discussed the difference between refugees and immigrants. Also did Transgender 101 with Danielle Askini (?), included slidedeck and definitions, and posted that online. [Using Libraries and Autism: We’re Connected](http://www.librariesandautism.org/), available online via another library’s grant-funded project. Important to incorporate same terminology already in place into all training.  Darlene – Harassment Hurts: It’s Personal streaming video, Everyone Can be An Ally (LGBTQ) from DiversityResources.com – each about 15 minutes long. | |
| Parking Lot items from previous meeting | * Ruth will get revised by-laws and position descriptions to Darlene to post on WALT web site * Learning Curve column in Alki – thank you to Betha. Darlene working on column for next time | |
| Items for Next Agenda | Next meeting Oct. 25 at Federal Way Library. Keep July 12 virtual meeting and reschedule November virtual mtg. Betha will send out Doodle poll to schedule virtual meetings and one to schedule in-person meetings. | |
| Meeting Close | Darlene moved to adjourn Darlene, Jess seconded, all approved. | |
| Parking Lot for next meeting: | * See what WLA is doing in social media and see how WALT can participate - need a volunteer to follow up. * Ruth will take notes for July meeting - Jeanne will be on vacation | |