



The Core Technology Training Program @ Burlington Public Library

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The Breakdown

- Why?
- The Research
- The Initial Program
- The Continued Implementation
- What we would do differently
- Adjusting to suit your Library

Why Train Staff in Core Technology Knowledge?

- Set a 'base' knowledge expectation for all adult staff for an array of current technologies.
- Set expectations for new hires
- Embrace technology learning mentality
- Support BPL Strategic Directions.



The Research

- Began in 2014
- Reviewed multiple programs for staff technology training and support from Library systems in the US and Canada
- Selected the program design that suited our needs



Initial Program

- March 2017- February 2018
- 12 months, broken into 2 phases
- Phase 1- all adult staff (approx. 165)
 - 11 topics
- Phase 2, all adult staff, accept Facilities staff.
 - 12 topics
- Coordinator- Team Leader, Programming
- Trainers- System wide Librarians

Initial Program (cont.)

- Training style- 1 of 3 formats
 - In class sessions of 2 hours
 - In branch/ department meeting presentations
 - Self directed/ Lynda.com videos
- Assessment
 - 10 question online quiz
 - Hands on activity (where applicable)
- Completion- or not...



Initial Program (cont.)

- Exemptions
- Supervisor Role
- Budget
- Communications

Initial Program (cont.)

Phase 1

- Computer Hardware
- Intranet
- Computer Security
- BPL Phone System
- iPads
- Internet 1
- File Management
- BPL Schedule Software
- Microsoft Word
- Microsoft Excel
- Microsoft Outlook/ Webmail

Phase 2

- Internet 2
- Circulation Equipment
- TVs, Projectors, Devices
- Libby/ Overdrive/ Zinio/ Hoopla
- Encore
- Sierra
- Searching Skills
- Cassie, Wifi, Printers
- Gmail/ Hotmail & Google Docs
- Text Reference
- The Cloud
- Using MAC



Continued Implementation

- New Hires
 - Technology questions in interviews
 - Self directed testing (post hire)
- Current Staff
 - Regular training opportunities
 - Increased comfort level with technology

Next Time?

- Assessment Tool
- Trainer Development
- Supervisor Expectations
- Exemptions



CTTP @ Your Library

- Selecting Competencies
- Timelines
- Trainers
- B-U-Y-I-N

Questions?





Thank You 😊

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