Training staff at the service point

Using a blend of training methods
Who are we?

- 3 campus libraries
- 1 regional library
- 8 Clerks, 6 Technicians and 7 librarians
What we did

- Set up one to ones
- Libguides and videos to train
- Moodle to assess and receive feedback
- Videos
- Email examples that come up in our reference email account
Libguide

HTTP://LIBGUIDES.TRU.CA/REFERENCETRAINING
Moodle

Ready Reference Training
Ready Reference Training for library assistants to train and learn at the service desk.

- Using the Library Catalogue
  - Basic Reference: Finding an article
  - Self Tests

- Using the EDS (Ebsco Discovery System)
  - Using EDS to find articles
  - Feedback for training methodology
A student approaches you and asks you to help them find this:

What is this citation referring to?

Select one:
- a. A website
- b. A book
- c. An article
- d. A chapter in a book

Next
Feedback for training methodology

Submitted answers:
Questions: 0

Description
Feedback for training methods will remain anonymous so please feel free to comment and suggest.

Completion message
Thank you for submitting feedback! Your comments will remain anonymous.
Videos

HTTP://WWW.POWTOON.COM/M/DVZFLX1U9BN/1/
What we found out

- Search times and comfort level improved
- Technology skills are an issue
- Variety of training tools is helpful
- Feedback works to improve and provide ownership of learning
- Triage!
What we will do

- Continue with video production
- Build and refine Libguide
- Ongoing refreshing of skills
Questions?