President's Message:

PROGRAM PREFERENCES

In the last issue of Technotes we distributed a program preference poll. The votes have been counted and the winner is everyone who plans or attends Technical Services Chapter programs, in other words, you. The results are both a vote of confidence in the types of programs being offered and a source of specific advice for planning future programs.

What is the purpose of a TSC meeting? The top three choices were very closely ranked in this order: transmit new information, exchange experiences and ideas, and stimulate new thinking. Making contacts, conducting organization business, and meeting socially with colleagues only garnered half as many votes. This tells us to continue to keep the business part of the meetings short and sweet, but we will have to limit lunchtime conversations to talking shop. Hey, you put those pictures away!

The most popular format is presenter style from experts on the topic followed closely by panelists from local libraries. Formal, structured topical discussion groups garnered some support, while informal, unstructured

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discussion groups enjoyed little popularity. Several people wrote that they enjoyed combinations of formats. A whopping 80% said audience participation was important to them. Question and answer sessions were deemed particularly valuable. By the way, could the speakers please repeat the questions from the audience before answering them?
Programs lasting 2/3 of a day (approx. 9:30-3) were preferred by 51% of the respondents while 20% liked full day programs, 17% morning only programs, and 12% afternoon only programs. Apparently I'm not the only one who likes to get a head start on rush hour!

The level of institutional support for meetings was quite encouraging. More than half received full release time and reimbursement for registration, another third at least got time off to attend, only one person received the money but not the time off, and 7% got neither time nor money. Written comments indicated that in many cases there is a limit per person per year or that the tap runs dry before the fiscal year is up. Perhaps we should consider either having more discussion group meetings in fall and winter and fewer in the spring, or shoot for the lower cost local panel programs later in the year.

Three quarters of the group prefers having all discussion group programs at the annual conference meetings on the same day. Comments indicated that we should continue the practice of not scheduling more than one discussion group meeting at the same time. There was no strong preference for one type of program: 35% picked visionary/conceptual, 35% practical/training, and 30% state-of-the-art. Some people pointed out that the most appropriate type of program varied with the subject.

There were few significant statistical differences between results from the two regions. The Northern respondents were less supportive of the discussion group format and not as well supported by their institutions as the Southern counterparts.

Many thanks to everyone who took the time to complete the survey and special thanks to those who either offered their libraries as potential meeting sites or volunteered their services.

Jim Dwyer
Technical Services
Chapter President
Training: an investment for the future

CLA/TSC Northern Region and NCTPG Joint Program

The Joint Program was held this year at St. Mary's College in Moraga. Over one hundred attendees, mostly from technical services, congregated at this lovely campus to focus on "Training: an investment in the future" - the theme for this meeting. After being fortified with coffee and rolls, we settled in the Theatre where we were welcomed and taken through the business part of the meeting, including casting ballots for the positions of Secretary/Treasurer and Vice Chair/Chair Elect of NCTPG (congratulations to Karin Eckelmeyer and Karleen Darr who won the respective positions!)

The keynote address by Ann Lipow, Director of Library Instructional Services, UC Berkeley, focused on how to make training stick. Having defined training as a subset of education which seeks to change behavior, she noted how frequently one attends training sessions, returns enthused and determined to effect a change, then loses motivation within a few days. The difficulty, then, is in retaining that motivation. While change is inevitable, we tend to resist it. The longer it has taken us to develop a habit, the longer it will take to change that habit. In order for the change to occur, a commitment on the part of the organization as well as the staff is essential. The trainer also has a vital role - he or she must be able to vary the sessions with a variety of training techniques so that trainees are involved in the process as quickly and completely as possible. To do this effectively requires skill, thorough preparation and responsiveness to trainees during the session. By diagramming the vital elements of training, Ms. Lipow clarified the positive and negative interactions between those elements, so one could ensure the most effective training.

Jim Dwyer, punster Head of Bibliographic Services, Cal State Chico, spoke on the 'training partnership' between the trainer and trainee. His view of the ideal trainer is impressive. This capable person puts in 2 to 5 hours of preparation for each hour of actual training. S/he knows the needs of the trainees and understands the variety of training techniques which s/he uses innovatively to ensure that the audience thoroughly masters the new subject. S/he manages to stay focused
Despite side-tracking questions/comments; involves the trainee in several ways to enhance learning; keeps explanations simple and straightforward; and is responsive to the ways trainees learn! Oh, to have such a resource!

Lois Kershner, Project Director for Peninsula Libraries Automated Network, wound up the day with a paper on the 'lesson plan', i.e. the preparation for training. Again, the differences in the way people learn was emphasized - visual, auditory, kinesthetic - and the differences in their preferred work environment. The importance of structure and adequate training time was stressed, as was the value of preliminary assignments and follow-up exercises. A handout defined the elements a trainer needs to consider in setting up a program, and offered suggestions for printed learning aids.

Thom Ball of the Materials Research Center North (Peninsula Library System) presented a brief background and overview of the Materials Research Center, which is a statewide resource for training materials for libraries and other governmental units. The Center, which has been loaning materials since last November, has a collection of videos and informational packets covering many aspects of library work as well as managerial concerns, including a series from ALA and a management-oriented series with John Cleese. The materials, which can be reserved for specific dates, are loaned out for two weeks and cost $5.00/packet to borrow. To obtain a catalog or request a specific title, write Thom Ball c/o Materials Research Center North, 2500 Tower Rd., San Mateo, CA 94402-4000.

In an update from last year's meeting, 'Local authority control revisited', Pat Thomas of Stockton/San Joaquin Public Library reported that they

"no matter how much work one has done, no database is clean when one goes up, so there will be massive amounts of work to be done"

finally have authority control up and running. Major points were that no matter how much work one has done, no database is clean when one goes up, so there will be massive amounts of work to be done; and that requiring a vendor to supply a test tape for retrospective conversion/authority control projects is very valuable for finding and eliminating problem areas before the whole project is completed.
The speakers reinforced each other's main concerns, so we left with a very good idea of the necessary elements for effective training. Now it is up to us to utilize the information we gained so that we carry out the suggestions and make sure our organizations have the commitment to create an effective training program in our own facilities.

Leslie Navari  
Bibliographic Control Librarian  
Dudley Knox Library  
Naval Postgraduate School

CLA/TSC Southern Region Spring Meeting

The Spring Meeting on "Training: an investment in the future" attracted 91 attendees. They were treated to a keynote address by Ann Lipow, Director of Library Instructional Services at UC Berkeley, on 'Making Your Training Stick', in which she provided proven strategies for moving from a seat-of-the-pants operation to a systematic, effective training program. She stressed the connection between training and change - and how to overcome resistance to change - how to help the trainee become 'unstuck' from old habits, and how to provide support and follow through after training.

Marie Fish, Principal Librarian/Information Services at Glendale Public Library, directed the audience's attention to a special collection training videos which are available to librarians through the California Library Training Materials Project. She teased the group by showing portions of three of the videos on 'Controlling Confrontation', 'Valuing Diversity', and 'The Discipline Interview'. It was clear that the audience wanted to see more.

Jim Dwyer, Head of Bibliographic Services at CSU Chico, followed lunch with a wonderfully humorous presentation on "The Training Partnership'. He pointed out the escalating amount of data for which we are responsible, and also the fact that in many cases, technical services librarians have become trainers for all staff by virtue of the fact that they had much of the automation first.
Lois Kershner, Project Director of the Peninsula Libraries Automated Network, concluded the program with her presentation of 'Training: The Lesson Plan'. She focused on the need to recognize and allow for various cognitive learning styles. She dealt especially with the dos and don'ts of training staff in the use of computers. She also shared a collection of actual printed guides for patron self-training and discussed the pros and cons of each.

Sandra Smith
Fullerton College
Cataloging Discussion Group Leader
Southern Region

UPCOMING EVENTS
CLA TSC SOUTHERN REGION PROGRAM

"Riding the Wave of Non-English Language Material: Acquisitions, Cataloging, Access, and Preservation - What makes these materials special and challenging?"

Date: Thursday, June 7, 1990
Time: 9:00 a.m.-3:30 p.m.
Place: Cerritos Public Library

Keynote speaker: Sylva Manoogian
Los Angeles Public Library

Also featuring: James Cheng
UCLA Oriental Library

For information contact Nancy Neal
(213) 377-9584 Ext. 63
Deadline for the next issue is May 15th

(916) 752-6739
Davis, CA 95616
University of California
Shields Library
Computer Science Dept.
Margaret Carson

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Place: University of the
Time: 12:30-4 PM
Date: Friday, June 8, 1990

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