

LSTA APPLICATION

Application Due: March 15, 2002

LIBRARY / ORGANIZATION NAME Tampa Bay Library Consortium

MAILING ADDRESS 1202 Tech Blvd., Suite 202, Tampa, FL 33619

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FEID OR SAMAS AND EO # 59-24-10156

CONTRACTING AGENCY NAME Tampa Bay Library Consortium

TYPE (*check one*):

Public K-12 Academic Multitype Library Consortium Special State Library

CATEGORY (*check one*)

Access for Persons Having Difficulty Using Libraries

Library Technology Connectivity and Services

PROJECT NAME GEMS: Gaining Experience, Mastery, and Skill

PROJECT New Continuing **If continuing, specify year:** _____

LSTA FUNDS REQUESTED \$ 174,055.37

PRIORITY# 2 **OF** 3 **APPLICATIONS SUBMITTED**

LIBRARY SERVICE AREA POPULATION 3,800,000

NUMBER OF PERSONS TO BE SERVED BY PROJECT 3,800,000

TARGETED USER GROUP (*Check all that apply*)

Children Youth Adults Older Adults Mixed

Other, specify _____

Diane Solomon

Typed Name and Signature of Library / Organization Director

Date



GEMS: Gaining Experience, Mastery, and Skill

Narrative

The purpose of this project is to continue to provide a variety of quality training solutions for library staff in west central Florida. Our continuing education program is one of the jewels of TBLC. GEMS will encourage participants to gain experience with technology, working toward mastery and greater skill level. This project will provide a multi-faceted program of training solutions that are client centered, timely, and accessible. TBLC continues to expand our selection of workshop topics and training delivery methods. TBLC's goal is to provide quality continuing education that allows participants to attain a greater level of proficiency with technology. In turn, library staff will better utilize technology and resources to more efficiently and effectively serve their constituents.

This project has three major components: increasing the availability and variety of instructor-led workshops, providing web-based training and electronic resources, and maintaining a headquarters and portable training lab that supports technology training events.

Introduction

The Tampa Bay Library Consortium, Inc. (TBLC) is a nonprofit multi-type library cooperative that assists and empowers libraries. All types of libraries, public, academic, school and specialized are members. Since 1979, TBLC has worked together with member libraries to provide better, faster service to the residents of west central Florida.

Today 93 libraries are members of TBLC. They include 6 community colleges, 3 State University System libraries, 25 private academic colleges and universities, 4 public school systems, 41 public and 14 special libraries. Together those libraries serve over 3.8 million Floridians (approximately 30% of Florida's total population) in 12 counties in west central Florida. The counties served are Citrus, DeSoto, Hardee, Hernando, Highlands, Hillsborough, Manatee, Okeechobee, Pasco, Pinellas, Polk and Sarasota. TBLC Headquarters, located in Tampa, is the heart of the consortium. The staff is composed of 6 full-time MLS librarians and 5 FTE support and administrative staff. The organization is administered by an Executive Director and is governed by the 13 member TBLC Board of Directors. The Board of Directors is composed of elected representatives from member libraries. An annual budget of \$2.4 million enables the consortium. This budget represents \$83,000 in member dues, \$200,000 in state grants, \$716,000 in federal grants, \$476,000 in matching funds from members for federal grants, \$380,000 in fees for other paid services and \$525,000 for SUNLINE, a shared library management system TBLC administers.

TBLC's mission is to lead and encourage collaboration, resource sharing, staff development, and innovations to insure that the people of west central Florida receive excellent, up-to-date library services and have access to the world of information. Programs and services are planned based upon input from member libraries. Current TBLC member services include Alleycat, the regional virtual catalog; continuing education for staff of member libraries; cataloging and other bibliographic services; SUNLINE, a shared library management system; OCLC interlibrary loan; group purchase of electronic resources; web hosting; and management of the statewide courier delivery service.

This project addresses directions set forth in the TBLC Strategic Plan for 2000-2002, developed in 1999 by a planning team of representatives from TBLC member libraries.

STRATEGIC DIRECTION II: Expand Training and Staff Development

TBLC will arrange for and provide technology training and staff development both at the Consortium headquarters and in member libraries. A Continuing Education Coordinator on staff will assess member needs for training, arrange for and provide training.

Strategic Direction II contains two major strategies:

- Provide quality technology training throughout the region
- Provide continuing education that meets priority needs of members

STRATEGIC DIRECTION IV: Increase Communication, Cooperation, and Innovation in the Library Community

Strategy Three under this direction states:

Develop future library leaders and promote sharing of expertise among librarians

This project also addresses directions set forth in the updated TBLC technology plan, *GROWING THE VIRTUAL LIBRARY: A TBLC Technology Action Plan For Managing The Evolution Of Anywhere-Anytime Service*, adopted by the Board of Directors on March 8, 2002

Strategy II-D: Develop and facilitate all forms of training and educational support, on-site and at a distance, for staff and to enable staff to train the public.

Action II-D.1: Partner with learning and testing centers in the region to create new educational support opportunities for remote learners. (2002-2003)

Action II-D.2: Establish a staff training program geared to services and databases offered in a virtual environment rather than in physical spaces. (2002-2003)

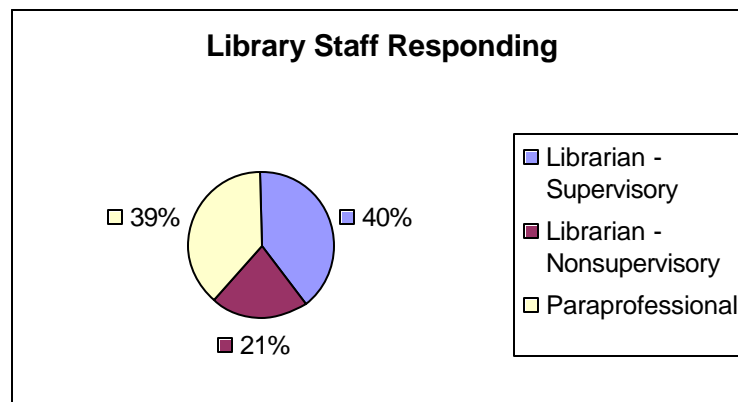
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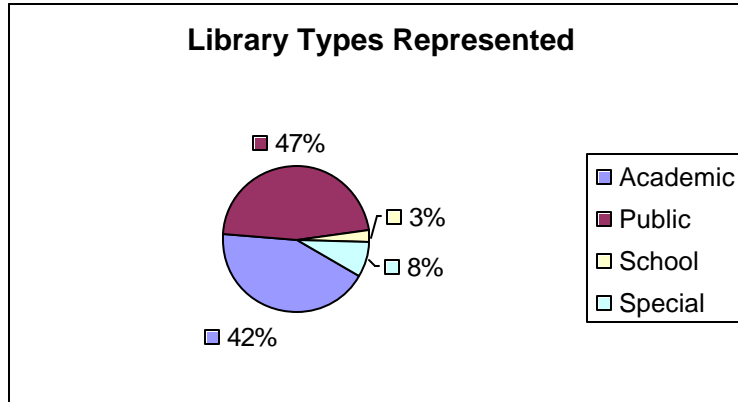
Member libraries rely on TBLC to provide quality, affordable continuing education services for their library staff. There are over 600 professional staff and over 800 paraprofessional staff in the TBLC region. TBLC continuing education events are open to all library staff regardless of rank or title. Professional librarians must keep current with developments in technology in order to serve the public. Paraprofessionals are required to attain a higher level of technological proficiency than ever before. All library employees strive to develop their skills in working with the public and maintaining their collection. Few member libraries have dedicated training coordinators on staff. Libraries without a training coordinator use TBLC as a primary source of continuing education. Libraries that have a designated training coordinator use TBLC as one of their sources of staff training. TBLC is a sole source of training for cataloging workshops and a primary source for training in software applications and public service staff training.

Member library staff have a varied background in technological skills. Many staff still attend beginner level workshops in software applications. As libraries update operating systems or software packages, staff skills continually need updating. Staff members are beginning to use additional modules of software suites and want training in Microsoft Access, Publisher, and PowerPoint. Libraries are purchasing software for web site development such as Microsoft Front Page and Macromedia Dreamweaver. Librarians returning from conferences want to update their skills in XML, cataloging, and Internet-related applications in order to keep pace with national developments in technology and librarianship.

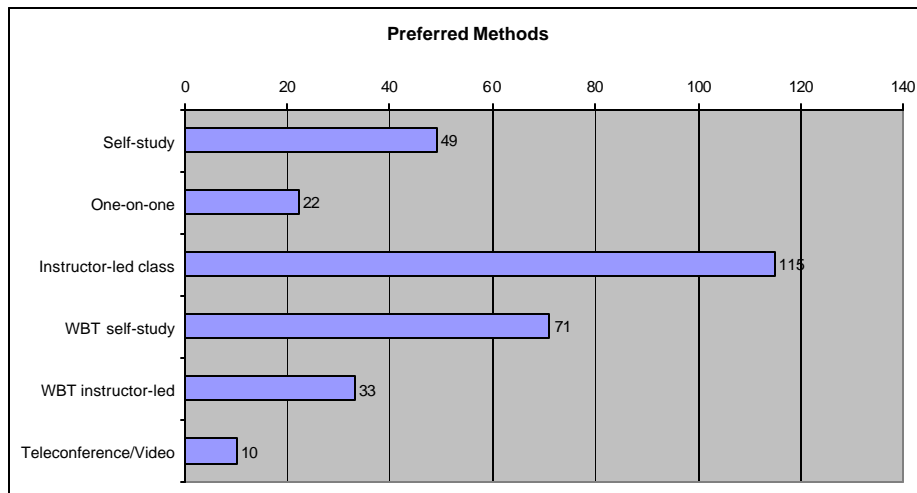
Needs Assessment Survey

The TBLC Continuing Education Coordinator conducted a TBLC Continuing Education Needs Assessment Survey during the winter of 2001-2002. The purpose of this survey was to identify sources of continuing education, obstacles to training, and training preferences. Survey questions directed respondents to select areas in which they need additional training. This survey, conducted through TBLC's website and promoted through electronic mailing lists, elicited responses from 160 participants. TBLC collected data from 97 librarians and 62 paraprofessionals.

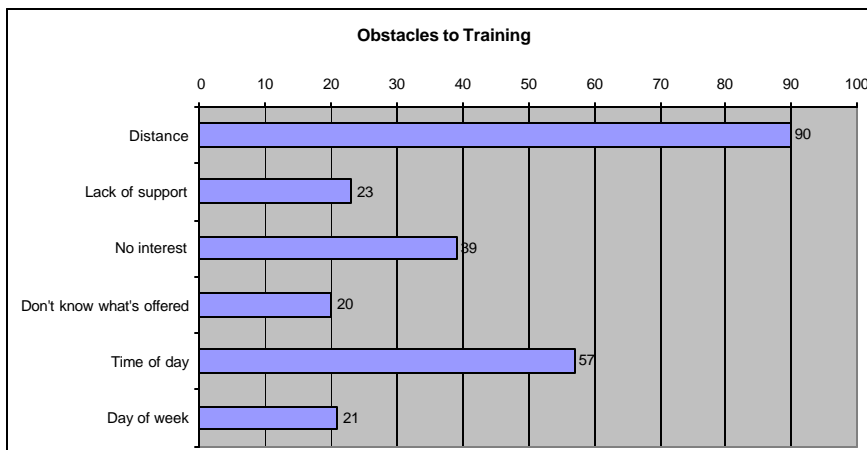




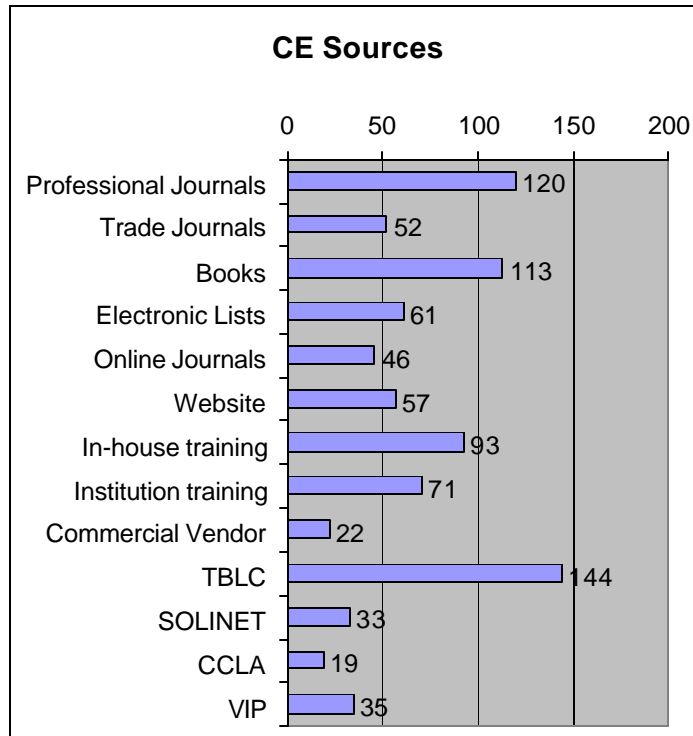
The most popular method of instructional delivery is instructor-led workshops (37%) and the second most popular is web-based self-study (24%). Respondents selected self-study (non-web based) as the third most popular choice (17%).



Distance to workshops remains the greatest obstacle to attending training events (35%). Respondents ranked time of day (22%) as second most selected obstacle with the third obstacle being no interest in topic (16%).



The survey directed respondents to select all sources of continuing education that they currently use. The most popular choices are TBLC (16%), professional journals (14%), books (13%) and in-house training (11%).



The final section of the survey involved selecting areas in which respondents felt that they need additional training. The following table highlights the most frequently chosen topics. Respondents were allowed to select more than one topic.

Workshop Topic	Number of Responses
Reference on the World Wide Web	52
Hardware troubleshooting	49
Beginning MS PowerPoint	47
Beginning MS Access	46
Beginning MS FrontPage	45
Windows 2000	45
Creating handouts	43
Stress management	41
Creating brochures	41
Beginning MS Publisher	40

Workshop Topic	Number of Responses
Workshop on training public	40
Beginning MS Excel	38
Beginning HTML	36
Grant writing (other than LSTA)	36
Intermediate MS Word	34
Search Engines and Directories	34
Beginning Macromedia Dreamweaver	32
Dealing with difficult people	32
Cataloging electronic resources	31
Supervising employees	30

Limitations of the Current Training Program

TBLC provided 99 workshops for 1,230 participants in 2000-2001. Between October 1, 2001 and Feb 6, 2002, TBLC provided 25 workshops for 326 participants. Many of these workshops are held at TBLC headquarters. However, an increasing number of training events are being presented at member libraries. TBLC staff present continuing education programs at regional staff development days, the VIP Paraprofessional Workshop Day, and at state and national conferences. In order to meet the need for workshop instructors, TBLC contracts with outside vendors, such as Aha! Seminars, Inc., the MARC of Quality, and SOLINET.

Demand for workshop topics continues to increase. Future demand for specialized topics and more advanced levels of training cannot be met under the current training paradigm. TBLC constantly seeks out additional training sources, methods, and instructors. In order to keep pace with the growth in technology and non-technology training needs, TBLC needs to expand its pool of continuing education resources and delivery methods. Meeting space in both the Headquarters conference room and lab is shared with TBLC committees, special interest groups, and staff project workspace needs. TBLC continues to seek alternative training spaces in member libraries and vendor-run technology labs.

Web-based training, video, and teleconferences are viable alternatives to face-to-face instruction. When TBLC renewed its contract for web-based training, half of the enrolled students renewed their passwords within the 30-day renewal period (150 renewals). Web-based training (WBT) allows TBLC to offer more than 300 online workshops to our members. Training in software products and operating systems are offered on different levels. Students may take courses in operating systems ranging from Windows 95 to Windows XP and in Microsoft Office Suites from 97 to XP. Students repeat lessons or retake courses as often as needed. WBT participants may access electronic instructor-led training (eILT) courses in which they interact with an instructor and complete assignments. This year's contract includes access to a collection of ebooks on various software products. Web-based training addresses the training obstacles of distance and time of day. All courses and ebooks are available at any time from any computer that has access to the Internet through a web browser.

TBLC continues to develop a library of videocassettes. Instructor-facilitated video training has been a tremendous success in 2001-2002 and the selection of topics needs to be expanded. The Continuing Education Coordinator presented five training events between October 1, 2001 and February 1, 2002. Each of these events used video materials as a significant portion of the workshop. Four additional events are scheduled for spring 2002. These 90-minute sessions fit nicely into staff development days.

Our teleconference series has been well attended this year. College of DuPage produces teleconferences on public service, technology, and identifying and preparing for future trends. TBLC acts as a regional broker for teleconferences. Our license allows libraries with satellite dishes to offer the teleconference to their staff and make a tape of the program for later use. Our regional license for the 2-program "Dancing with Change" series saved each library \$345 (the cost of an individual license). The first "Dancing with Change" teleconferences on virtual reference services attracted over 30 participants at three libraries. Because the official host site was filled to capacity, we have arranged for a larger facility for the follow-up broadcast. Each year teleconferences are produced around the topics of public service, technology, and planning for future library trends. TBLC needs to continue offering these types of programs in order to satisfy member library needs and keep their skills fresh.

The number of remote training events using TBLC's training equipment increased in 2001. TBLC staff use the portable lab to provide training in Microsoft Office Suite applications and Alleycat. Our portable training lab contains 12 notebook computers. Six of these computers were purchased in February 2000 and have the Windows 98 operating system. They are capable of handling current software demands. Six of the notebook computers, purchased in May 1998 are still using the Windows 95 operating system. With 32 MB RAM, they are able to handle some of the current software packages. However, we will not be able to upgrade training software to keep pace with our members' training needs in 2002-2003. These six laptops will need to be replaced.

Coordination of TBLC's continuing education program requires the services of a full-time Continuing Education Coordinator as well as additional clerical assistance. The continuing education staff members work with an increasing number of vendors to provide instructors, web-based training, and teleconferences. Maintenance of program records, data collection and reporting, and preparation of training events must be completed with a high degree of accuracy. The TBLC website is undergoing a renovation and reorganization this year. The Webmaster is working with the Continuing Education Coordinator in order to develop the CE portion of the website. The expectations of our members for web access to information about workshops and online registration procedures exceed the capabilities of present CE staff. The Webmaster's skills are essential for developing and maintaining the web pages and database interfaces.

TBLC's Mission and Goals

TBLC's commitment to our member libraries includes providing technology training and staff development both at Consortium Headquarters and at our member libraries. We are committed to finding ways to provide training that is timely, accurate, and accessible to our members. Both TBLC's Strategic Plan for 2000-2002 and TBLC's Technology Action Plan include staff training as a major component of the overall vision for TBLC's services.

Inputs

TBLC Staff

Executive Director

The Executive Director, Diane Solomon, is responsible for planning, fiscal and policy efforts. She assists the Board in Legislative Advocacy, represents TBLC at the regional, state and national level and supervises the writing and administration of grants. The Executive Director will be responsible for the overall coordination of this project. This is expected to require .06 of her time.

Continuing Education Coordinator and Continuing Education Assistant

The Continuing Education Coordinator, Karen Wilber, is a full-time employee. She will spend .9 FTE on this project, with .8 FTE funded by the LSTA grant and .1 FTE funded through TBLC. A Master's Degree in Library and Information Science is required for this position. Job responsibilities include administering the LSTA grant, presenting workshops at TBLC headquarters and at member libraries, planning a coordinated training curriculum, contracting with vendors, preparing a quarterly workshop schedule, meeting with the Continuing Education Committee, and representing TBLC at professional meetings. The Continuing Education Coordinator provides publicity for CE opportunities and works with regional libraries and organizations to increase the number and quality of training events in the TBLC region.

The Continuing Education Assistant, Vikki McLean, is a half-time employee. Job responsibilities include student registration, data collection, maintaining program records, assisting with publicity for workshops, preparing materials for teleconference host sites, preparing materials and workspace for workshops at TBLC Headquarters, and reporting results.

Administrative Services Assistant

The Administrative Services Assistant, Joyce Pelegrina, is a full time employee. The Administrative Services Assistant handles the final preparation and distribution of correspondence, public relations material and other written communications. She assists in maintaining workshop registration records and preparing continuing education related materials for distribution. This is expected to require .13 of her time.

TBLC Webmaster

The Webmaster, Brian Jones, is a full-time employee who devotes .25 FTE to continuing education activities. Responsibilities include maintaining the continuing education portion of TBLC's website, automating workshop registration and statistical gathering tasks, and working with the Continuing Education Coordinator to develop ways to provide and promote CE on the Internet.

Training Facilities

TBLC has the ability to provide technology training at our headquarters with a twelve-station computer lab. The computer lab is located in a room designated for training activities. TBLC Headquarters contains a conference room that supports workshops for up to 22 participants.

Desktop Student and Instructor Computers

TBLC's Headquarters lab has 12 desktop computers for students and one instructor desktop computer.

Portable Lab

TBLC has 12 notebook computers that instructors take to member libraries to provide in-house training.

Instructor Notebook Computers

TBLC has two instructor notebook computers. The instructor's notebooks are used in-house or with the portable lab. Two instructor notebooks enable TBLC to offer two workshops simultaneously.

Projectors

Two LCD projectors provide a way to demonstrate computer skills and to enhance the quality of hands-on training with instructor-led exercises and demonstrations. This dual capability enables TBLC to provide classes or demonstrations in two places simultaneously.

Internet Connection

The headquarters lab connects to the Internet through TBLC's server for access to the World Wide Web at T1 speed. Internet skills can be taught off-site by using member library computer labs or by using TBLC's portable lab and a connection to an Internet service provider. Bandwidth demands have necessitated upgrading to Super T3Mps service.

Partnerships with Member Libraries

TBLC collaborates with several member libraries to provide technology training throughout the region. Hardee County Public Library, Hernando County Public Library System, Lake Wales Public Library (Polk County), Manatee County Public Library System, Pasco County Library System, Pinellas Public Library Cooperative (PPLC), Sarasota County Library System, and the Tampa-Hillsborough Public Library System have all provided training space. All partners, with the exception of the PPLC and Lake Wales, provide computers, Internet connections, and Microsoft software. TBLC staff and instructors take the portable lab to other member libraries to provide workshops such as

the Microsoft Office Suite series, There's Something Wrong with This Computer (software troubleshooting), and training in the Anywhere-Anytime Library (Alleycat) and netLibrary.

Continuing Education Committee

TBLC's Continuing Education Committee, comprised of representatives from our member libraries, is currently working with the Continuing Education Coordinator to assist TBLC in meeting its strategic plan and in collaboration with the State Library on their grant projects. This committee meets four to six times a year as a working committee to share ideas. It works collaboratively through email between meetings.

Video Training Library

TBLC maintains a collection of teleconference videos, primarily taped from broadcasts by the College of DuPage. These videos circulate for 1 month with renewals allowed if there is no waiting list. In 2001, TBLC purchased FISH! and FISH Sticks. These two videos are part of a highly acclaimed series of customer service videos used in corporate training programs. The Continuing Education Coordinator uses these videos in order to provide these programs to our members at their staff development events.

Action Plan

The purpose of this project is to expand and enhance technology training and to increase the number of training options for member library staff. This project will increase technology knowledge among library staff who will be able to better serve the public.

Project Activities **Needs Assessment**

Upon notification of the award, the Continuing Education Coordinator and Continuing Education Assistant will conduct a follow-up needs assessment to determine the directions for and types of training to be offered in 2003. This survey will include questions about the number of staff who need training in various Windows operating systems and in software applications.

Training Events

Instructor-Led Training

Based upon the results of the needs assessment, the Continuing Education Coordinator and Continuing Education Assistant will plan a curriculum of workshops to be offered between October 2002 and September 2003. This grant project will provide at least 40 instructor-led workshops both at TBLC Headquarters and at member libraries. Training will be conducted by TBLC staff and by vendors under contract with TBLC. In addition, this grant will enable TBLC to purchase vouchers for instructor-led workshops at vendor labs in the TBLC region. Training vouchers enable TBLC to offer a wider variety of technology topics to all members. Member library staff register for workshops through the vendor facility, notify TBLC as to which workshops they are taking, and fax their completion certificate to TBLC after the workshop. The Continuing Education Assistant and Administrative Services Assistant register students for all other instructor-led workshops and collect statistical information on workshop attendance and evaluation for all instructor-led workshops. The Webmaster will continue to work with the CE staff to automate registration and statistical gathering tasks.

Web-based Training

TBLC will continue to offer web-based training as part of the overall training program. Upon notification of the grant award, the Continuing Education Coordinator and Continuing Education Assistant will evaluate participant satisfaction with the current vendor and examine other vendor products. Criteria for selecting a web-based training product include: adequate number and variety of topics available, availability of a pre and post-assessment, ease of use with little or no formal orientation to the vendor website, and amount of instruction provided in the recommended time for each module. Additional features, such as the availability of ebooks, discussion forums, and technical support will be considered. Once a vendor is selected, contract negotiations will take place in order to continue the program with as little interruption as possible. TBLC will continue to use vendors who provide pre-assessment, modular learning, administrative support and reporting features. A list of courses will be compiled and member library staff will be informed of the type of training options that are available.

The Continuing Education Assistant and Administrative Services Assistant will register participants, monitor their progress and generate reports for both the grant reports and for the member libraries so that the participant's progress and/or mastery of skills can be recorded. The Webmaster will continue to work with the Continuing Education Coordinator to provide and promote instruction via the Internet.

Participants will access the courses via the Internet using a web browser and the appropriate plug-in applications, which are downloaded free from the web-based training vendor's website. Participants who demonstrate a predetermined level of mastery will receive a certificate of completion for the course. Based on numbers from our pilot year, the target for this proposal is a minimum of 250 topics available for 300 participants.

Teleconferences

The College of DuPage provides teleconferences for both professionals and paraprofessionals. This is an excellent resource for library staff. TBLC, in cooperation with our member libraries, provides open host sites where participants from any library may gather to view and discuss the topic presented at the teleconference. The licensing agreement allows TBLC to give the coordinates to any of our member libraries. In 2001-2002 sixteen libraries received coordinates for the teleconference series. This enabled TBLC to provide teleconferences in Highlands, Hillsborough, Manatee, Pasco, Pinellas, Polk, and Sarasota counties.

The Continuing Education Coordinator will purchase a regional license and coordinate host sites. The Continuing Education Assistant will prepare participant packets and distribute them to host sites. TBLC will provide one series of teleconferences at three host sites

Training Lab

TBLC will continue to offer workshops at the Headquarters lab and with the portable training lab. The Continuing Education Coordinator will purchase 6 new notebook computers in order to upgrade our portable lab. Existing lab computers will be upgraded in order to provide up-to-date training on software and operating systems used by our member libraries.

Video Training Collection

TBLC will continue to develop our video training collection. In addition to teleconference tapes, the Continuing Education Coordinator will purchase titles that may be used at staff development events or as part of workshops.

Publicity and Promotion

Technology training will be publicized through the quarterly TBLC Workshop Schedule, fliers, the TBLC website, and through an electronic list which is hosted on TBLC's server.

The Continuing Education Coordinator, Continuing Education Assistant, and Administrative Services Assistant prepare a workshop schedule four times a year: October, January, April, and July. The printed workshop schedule is distributed to every member library, branch, and media center.

The Continuing Education Coordinator and Continuing Education Assistant occasionally prepare fliers for special events. These are faxed directly to member libraries.

The Continuing Education Coordinator and Webmaster will prepare and distribute information through TBLC's website, electronic lists, blogs, or other appropriate Internet-based methods. TBLC's website, <http://tblc.org> is being redesigned by TBLC's Webmaster in order to provide easy-to-find and up-to-date information on TBLC services and activities. Both professional and paraprofessional library staff are encouraged and invited to subscribe to electronic lists hosted at <http://lists.tblc.org>. A subscription to the "workshop-schedule" list provides a direct means of notifying members of TBLC training events. The Continuing Education Coordinator can send an email message directly to every list subscriber's mailbox. TBLC allows member libraries to email notices publicizing their own training events, if they are open to any TBLC member. A "blog", or web log, is an electronic bulletin board where authorized personnel can post notices and announcements to the web. Several libraries have begun using blogs to post information about library events or direct readers to sources of information. The TBLC Reader's Advisory Special Interest Group is currently using a blog to post book recommendations for other SIG members, or interested parties, to read (<http://readers.blogspot.com> – until it is moved to TBLC's server). The benefit of a blog is the ease of updating and editing information. Blogs automatically archive postings by date so that they may be referenced later. The TBLC CE blog will be hosted by TBLC and will enable anyone to read current and archived bulletins from any computer with web access.

Sustainability

The only way that we can sustain this program is with LSTA funding. In order to continue to provide services at the levels described it would be necessary to increase member dues and fees substantially or to receive full funding (\$400,000 a year) of State Library Cooperative Aid.

If we increase member dues, we are likely to lose members due to budget constraints. A loss of members means a loss in resource sharing for the entire region. If we reduce member benefits and charge for the full cost of continuing education services, libraries will be unable to purchase anywhere near the level of continuing education support that they now receive and require. The training programs that TBLC makes available are the foundation for a knowledgeable workforce that is able to provide the public with quality library services.

Program Evaluation

Participant satisfaction with workshops will be evaluated using surveys given to participants by the instructors at the end of each workshop. This instrument rates the workshop on a scale of SD (strongly disagree) to SA (strongly agree).

Evaluation statements include:

- The presentation was organized and had clear objectives
- The presenter seemed knowledgeable concerning the topics covered.
- The demonstration and/or discussion helped me understand the material.
- The handouts will be useful in my work.
- I learned skills or ideas that will help me better perform my job.

The Continuing Education Assistant will collect the surveys and record the data to be reported.

The College of DuPage (teleconference) participant evaluation will also use a 1-5 scale (5 being the “best” rating).

Evaluation statements include:

- Presentation style
- Topics relevant to your needs
- Timeliness of the topic
- Overall evaluation

A post-assessment questionnaire will be sent to a sample of participants within 3-6 months after taking the class. This questionnaire, developed by the Continuing Education Coordinator, will assess application of training to current job, usefulness of course materials, comfort level with technology, and willingness to attend a more advanced workshop. The questionnaire will be available in both print and electronic formats. The Continuing Education Assistant will collect and report the data.

The web-based training product offers an assessment procedure, culminating in the award of a certificate upon completion of the workshop or upon completion of modules that were not passed during the pretest. The administrative module of the web-based training product is used to generate reports detailing number of participants, number of lessons accessed and number of courses completed. This information will be reported to the Continuing Education Assistant. The Continuing Education Assistant will generate a report to be included in the Mid- Year and Annual LSTA Reports.

Mid-Year and Annual LSTA Reports will include:

Output	Indicator	Source/Method
Number of staff who complete a technology training course		Workshop registration records for each participant collected by TBLC staff
Number of times web-based training materials are accessed		Reports from web-based training vendor

Output	Indicator	Source/Method
Number of participants who complete a web-based training course		Reports from web-based training vendor
	<p># & % of participants who indicate that they acquired additional skills by participating in a training event</p> <p># & % of participants who indicate that participating in a training event helped them better perform their jobs</p>	<p>Participant satisfaction forms collected from workshop participants</p> <p>Post-training surveys</p>

Other Results of Evaluations:

Number of Opportunities Offered	Number of Attendees	Participant Evaluations
20 Staff Presented Classes	Goal: 240	Participant Evaluation Goal: SA or A from 90% of attendees
20 Vendor Presented Classes	Goal: 240	Participant Evaluation Goal: SA or A from 90% of attendees
Teleconferences Goal: 1 series at up to 5 sites	Goal: 50	Participant Evaluation Goal: 80% satisfaction with the site Reportable results on the method of delivery.
Web-Based Training Goal: 250 online classes	Goal: 300 participants	Participant Evaluation Goals: 75% of participants beginning a course will continue to access training modules throughout the year 50% will take more than one course

Action Plan Timeline

WBT=Web-based training CL=classes CE=general continuing education activities

Timeline	Project	Action	Responsibility
Upon notification of award – October 2002	CE	Publicize and describe project to member libraries. Administer training needs assessment to membership Research prices/vendors for computers and other equipment.	Continuing Education Coordinator, Continuing Education Assistant
September 2002	CE	Publish and disseminate first workshop schedule in print and electronic formats	Continuing Education Coordinator, Continuing Education Assistant, Administrative Services Assistant
September 2002 – September 2003	CE	Operate registration center for workshops Answer questions, accept registrations, send reminders, prepare name labels, class lists and certificates of completion	Continuing Education Assistant, Administrative Services Assistant
September 2002 – September 2003	WBT	Contract with web based training vendor. Publish catalog of WBT courses. Register participants. Receive reports on participant progress and monitor performance and accomplishments. Update catalog of WBT courses as needed. Evaluate project with participant survey.	Continuing Education Coordinator, Continuing Education Assistant
October 2002 – September 2003	CE	Make modifications to CE portion of TBLC's website to reflect training events and	Continuing Education Coordinator, Webmaster

Timeline	Project	Action	Responsibility
		<p>program availability.</p> <p>Modify registration and/or statistical gathering processes that are web-based</p>	
<p>October 2002-September 2003</p>	<p>CL</p>	<p>Hold workshops on and off-site</p> <p>Targets: 40 instructor led for 480 participants (20 provided by outside vendors)</p> <ul style="list-style-type: none"> • 24 using Headquarters lab • 16 using member library facilities <p>Coordinate arrangements and providers.</p> <p>Prepare materials as needed and ensure that they are ready in sufficient quantity and on time</p> <p>Monitor contractual providers.</p> <p>Evaluate workshops based on results from Participant Satisfaction Questionnaire</p>	<p>Continuing Education Coordinator Continuing Education Assistant Administrative Services Assistant</p> <p>Other TBLC Staff as appropriate</p> <p>Potential Vendors:</p> <ul style="list-style-type: none"> ▪ Aha! Seminars, Inc. ▪ Gateway Training Solutions ▪ CompUSA ▪ SOLINET ▪ The MARC of Quality
<p>October 2002-September 2003</p>	<p>CL</p>	<p>Contract with teleconference vendor for series of teleconferences.</p> <p>Confirm host sites.</p> <p>Confirm other downlink sites.</p> <p>Publicize teleconference series</p> <p>Collect evaluation sheets from participants and site coordinators</p>	<p>Continuing Education Coordinator Continuing Education Assistant</p> <p>Potential Vendors:</p> <ul style="list-style-type: none"> ▪ College of DuPage ▪ PBS
<p>October 2002 – September 2003</p>	<p>CL</p>	<p>Purchase vouchers from TBLC area training vendors</p> <p>Publicize voucher program</p> <p>Issue vouchers to participants during the year</p>	<p>Continuing Education Coordinator Continuing Education Assistant</p> <p>Potential vendors:</p> <ul style="list-style-type: none"> ▪ Gateway

Timeline	Project	Action	Responsibility
		Evaluate voucher program	▪ New Horizons
October 2002 – December 2003	CE	Purchase equipment and software to upgrade and maintain training lab	Continuing Education Coordinator
October 2002– November 2002	CE	Attend Capacity Building Workshop in Tallahassee	Continuing Education Coordinator
December 2002	CE	Publish and disseminate second workshop schedule in print and electronic formats	Continuing Education Assistant Administrative Services Assistant
March 2003	CE	Write Mid- Year Report	Continuing Education Coordinator Executive Director
March 2003	CE	Publish and disseminate third workshop schedule in print and electronic formats	Continuing Education Assistant Administrative Services Assistant
June 2003	CE	Publish and disseminate fourth workshop schedule in print and electronic formats	Continuing Education Assistant Administrative Services Assistant
Summer 2003	CE	Develop general workshop plan for 2003-2004	Continuing Education Coordinator Continuing Education Committee
September 2003	CE	Publish and disseminate workshop schedule for the first quarter of the next fiscal year in print and electronic formats	Continuing Education Assistant Administrative Services Assistant
September 2003 - October 2003	CE	Write Annual Report	Continuing Education Coordinator Executive Director

Budget Narrative

Salaries and Benefits

The Executive Director will be responsible for overall coordination of the project. This is expected to require .06 FTE of her time.

The Continuing Education Coordinator is a full-time staff member, funded at .8 FTE from the LSTA grant and .1 FTE from local funds. Responsibilities include teaching technology-training classes both in-house and off-site, contracting with vendors to provide continuing education opportunities, and publicizing the continuing education program through TBLC's workshop schedule and website.

The Continuing Education Assistant is a part-time staff member (.5 FTE). Job responsibilities include student registration, data collection, maintaining program records, assisting with publicity for workshops, preparing materials for teleconference host sites, preparing materials and workspace for workshops at TBLC Headquarters, and reporting results.

The Administrative Services Assistant is a full time employee. The Administrative Services Assistant handles the final preparation and distribution of correspondence, public relations material and other written communications. She assists in maintaining workshop registration records and preparing continuing education related materials for distribution. This is expected to require .13 FTE of her time.

The TBLC Webmaster will be funded at .25 FTE through this grant. Responsibilities include maintaining the continuing education portion of TBLC's website, automating workshop registration and statistical gathering tasks, and working with the Continuing Education Coordinator to develop ways to provide and promote CE on the Internet.

Contractual Services

Instructor-Led Training

TBLC will contract with a number of outside vendors to provide a wide variety of training topics. Aha! Seminars will provide training in Internet related topics, such as using search engines effectively. CompUSA provides training in a variety of software applications for staff at all levels. The MARC of Quality (TMQ) provides instruction on cataloging in MARC format, skills that catalogers must continuously update. SOLINET provides training in new technologies and their impact on libraries. The cost of a single day instructor-led workshops is between \$500 and \$3,100 per class, depending on vendor and travel expenses.

Video Downlinks/Teleconferences)

The College of DuPage provides teleconferences for both paraprofessionals and professional librarians. These teleconferences are available to all library staff through three TBLC sponsored host sites throughout the region and by providing satellite coordinates directly to member libraries that have satellite dishes. TBLC will purchase both the Dancing with Change and Soaring to Excellence teleconference series from the College of DuPage.

Web-Based Training

TBLC is currently using Element K as our web-based training provider. This vendor was favorably reviewed during our pilot program and services were expanded to include additional technology training topics. TBLC will continue evaluate Element K and other WBT providers during 2002. Upon receipt of this grant, TBLC will

select and sign an agreement with a web-based training provider. Our goal is to purchase 300 passwords to be distributed to both professional and paraprofessional library staff at member libraries.

Training Vouchers

TBLC is piloting a program in 2001-2002 to provide training vouchers to our member libraries. TBLC purchased vouchers from both Gateway and New Horizons. This added 8 dedicated training centers at which member library staff are able to attend technology-training classes. This is one way that TBLC is addressing the problems of both distance and time with regard to obtaining continuing education. Library staff are able to take basic, intermediate, and advanced software topics at their own pace and at locations closer to home and work.

The Continuing Education Coordinator will evaluate vendors during 2002 with regard to number of course offerings, locating of training centers, and cost of vouchers. Upon receipt of this grant, she will negotiate with area vendors in order to provide the best combination of training centers to meet the needs of members. TBLC will purchase 150 training vouchers. Voucher cost varies between \$100 and \$150 each depending upon vendor and location.

Library Materials

Videos

TBLC will purchase additional training videos for our video training collection. High-quality, corporate-level training videos are available from companies such as Media Partners and Charthouse Learning. These videos will be available for workshops and library staff development events.

Supplies

Software Licenses

TBLC will need to purchase additional software licenses for the six notebook computers. Microsoft Office 2000 and Norton AntiVirus, and will be purchased through an educational reseller. Cost of license for MS Office = \$100 x 6 = \$600. Cost of license for Norton AntiVirus = \$40 x 6 = \$240. Total cost = \$840.

TBLC needs to maintain the subscriptions for both Norton AntiVirus and NetSupport School. NetSupport School software allows the instructor to control all of the desktop computers in the lab. Based upon 2001 fees, subscription renewals for Norton AntiVirus cost \$10 each. The cost of renewing the NetSupport subscription is \$125. The total cost of renewals for all desktops and laptops is \$395. This will be part of our local match.

Software Quick References

In 2001, TBLC purchased a 1-year license to reproduce reference cards for the Microsoft Office Suite. We have given these out at all workshops where MS Office products are taught (i.e., Word, Excel, Outlook). These quick references are 2 page reference guides that illustrate all of the toolbars, menus, and shortcuts that are taught in the workshops. They have been very popular with attendees as an enhancement to the workshop handouts. TBLC plans to renew the license in 2002. Total cost for the Quick Reference Library from Custom Guide = \$495

Travel

The Continuing Education Coordinator will travel to the ALA annual meeting to network with colleagues nationwide who provide technology training and to remain current in new technologies and training topics.

Sixteen site visits will be made to provide workshops at member libraries. The average distance one way is 50 miles. Mileage is reimbursed at \$.29 per mile.

A portion of the travel expenses are part of TBLC's match for this grant.

Equipment

Notebook Computers

TBLC will purchase six new notebook computers for the portable training lab. These computers are used to provide training sessions at member libraries that do not have a dedicated computer lab. TBLC will purchase six notebook PCs that have a Pentium III or better microprocessor, 512 MB RAM or better, 20 GB hard drive or better and a 15" viewable screen. The current market price for this type of system is between \$2,300 and \$2,600.

Other

Telecommunications – Internet

TBLC will connect to the Internet through a Super T3 line in order to provide workshops that use Internet resources. The TBLC web server is an important part of communications in the Continuing Education program. Information about upcoming workshops is posted on TBLC's electronic list (workshop-schedule@lists.tbtc.org) for members to read. Workshop participants can download the TBLC Workshop Schedule from www.tbtc.org. Registration forms, maps, and other information related to workshops and TBLC are posted on TBLC's web site at <http://www.tbtc.org>.

Printing and Postage for Workshop Schedules

TBLC will print and distribute four workshop schedules a year with postage at bulk mail rates.