



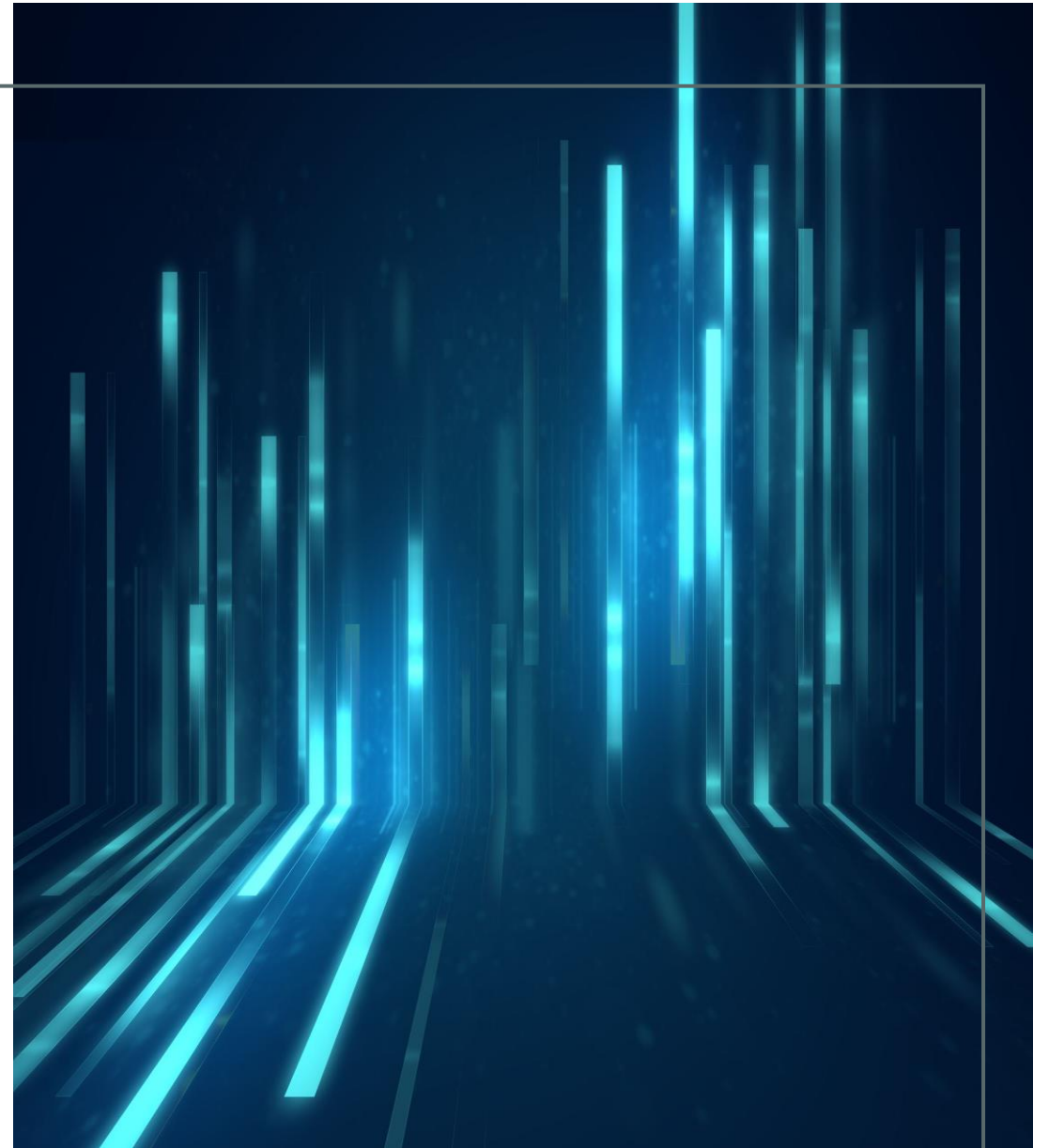
Planning for the Unexpected: Cross-Training for Coverage

Candace Jacobs
Denice Lewis

05/12/2023

Agenda

- Meet the presenters
- What is our why?
- What are key characteristics of you and your group/team?
- What is your teaching pedagogy e.g., academic freedom, standardized instruction, or something else?
- Things to consider
- What are possible solutions?
- Q & A





Candace Jacobs

Assistant Professor and STEM Liaison Librarian

University of North Carolina at Greensboro

ccjacobs@uncg.edu



Denice Lewis

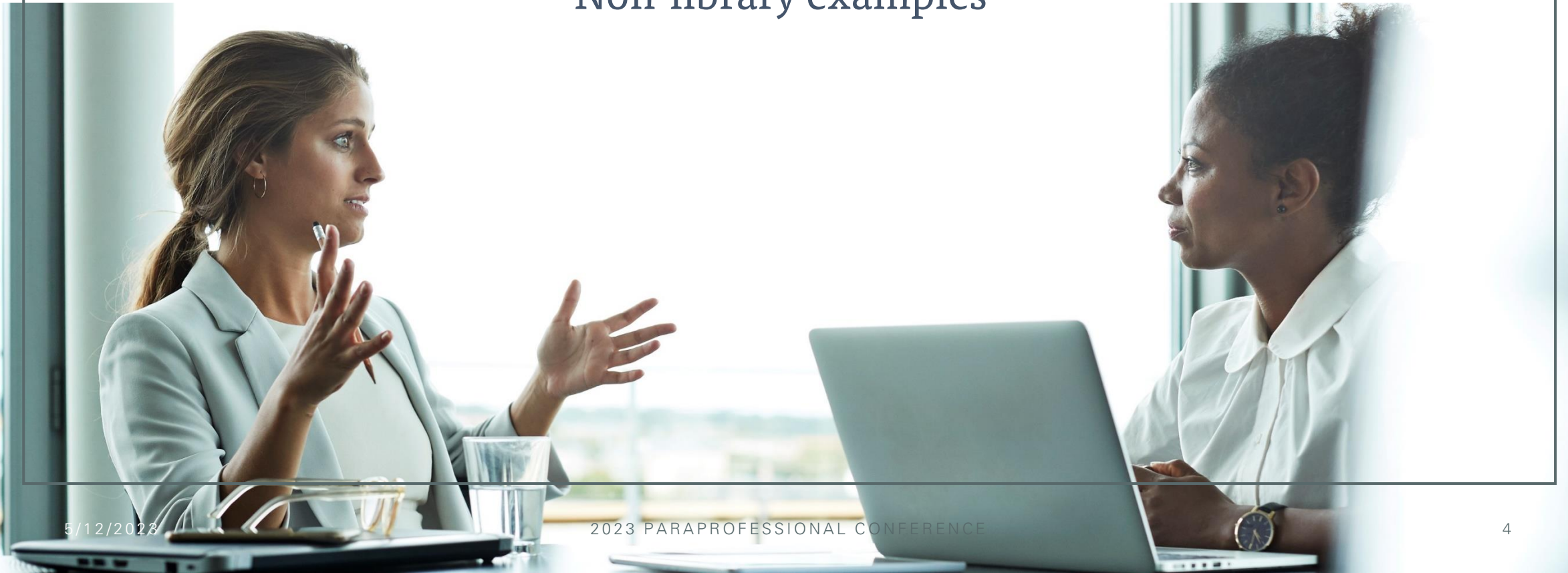
Research and Instruction Librarian for Engineering and Science

Wake Forest University

lewisjd@wfu.edu

What is Our Why?

Library examples
Non-library examples





Breakout Questions/Activity?

- Do you have a learning management system (e.g. Canvas, Blackboard, Moodle, etc.)?
- What do you use to deliver instruction (i.e. PowerPoint, LibGuides, Prezi, etc.)?
- Is instruction standardized, is academic freedom utilized, or something in between?

<https://www.menti.com/alijj7zjah4o>

What is cross-training?

- ❑ Work for a limited period in a different area, on a specific interest, while maintaining regular job responsibilities
 - ❑ Opportunities for liaisons to become more familiar with the operations of other departments and learn other skills
-
- ❑ Improve the effectiveness of liaisons by increasing the breadth and depth of their expertise
 - ❑ Sustain and improve service
 - ❑ Assist fellow liaisons with projects or provide backup

Why we need
cross-training
to plan for the
unexpected

- ❑ Librarians function as independent specialists
- ❑ Increased focus on outward facing service
- ❑ Reduction in library budgets and positions

- ❑ Basic cross-training in many areas provides employees with the knowledge to efficiently assist patrons

What are key
characteristics
of your
group/team?

- What is the size of your group/team?
- What is the culture of training in your library?

- How do you train new librarians?
- Are they trained on one-shot instruction?

Academic Freedom vs. Shared Lesson Plans

Shared Lesson Plans:

- ❑ Shared lesson plan for courses that most frequently receive library instruction
- ❑ Can be tailored to specific faculty requests

Academic Freedom:

- ❑ Librarians work independently to create and facilitate instruction

“Libraries store the energy that fuels the imagination. They open up windows to the world and inspire us to explore and achieve, and contribute to improving our quality of life.”

Sidney Sheldon

Things to Consider

Conduct a needs assessment of what cross-training you want to do for your group

- ❓ Is there any specialized training that is conducted?
- ❓ Are there any natural pairings?
- ❓ What one-shots/training are taught and when?
- ❓ What libguides, videos, websites, online courses, etc. need to be updated?



	LibGuide	Video Recording	BI	Notes
BIO Lab TA orientation	X			
BIO150L	X			
BIO160L	X			
BIO363L	X			
HES351	X	X		
CHM381/681	X	X		Final project was due at the end of October
HES350	X	X		
?Christine's course (September 8 th and 9 th)				Research guide & articles for Christine's course
?Prep for Steve's course September 10 th and 11 th				
BI for Messier			X	September 11 th
Christa's FYS	X			
CHM FYS		X		
CHM 370/670			X	CHM/BMB/BIO 370/670 BI for LC on October 2 nd
CHM 111L		X		
CHM/BMB/BIO 370 Biochemistry			X	October 23 rd
CHM 324/624			X	October 26 th

Sample:


Reactive: The other STEM librarians schedule pulled from Google calendar

Proactive: Document what you do and how you do it

Things to Consider


What would work best for your team?

- ? What training modality would work best?
- ? How do you share any updates or changes in instruction?
- ? What are the learning styles for the individuals in your group e.g., read/write, auditory, visual, kinesthetic, etc.?
- ? What modality do you want to use for cross-training e.g., shadowing, instruction, detailed documentation, etc.?




Cross-training (Possibility #1)

- Pair individuals up e.g., determine a back-up for each individual
- Create a shared Google drive for lesson materials for each course
- Each individual shadows the other person when they conduct training



Cross-training (Possibility #2)

- Record each individual one-shot conducted
- Store the recordings on the intranet, in your LMS, or in a shared drive
- Provide written explanation for each course e.g., target audience, learning objectives, key contact, resources needed, etc.



Cross-training (Possibility #3)

- Determine learning objectives for each course
- Create modules for each learning objective that that are shared between multiple course e.g. the plug and play
- Utilize the modules as pre-work
- Cross train on the specialized knowledge and skills, databases, and/or tools

In Summary

- ? Document what each individuals does and how they do it
- ? Decide whether or not regular scheduled meetings for individuals to share new teaching methods, new database/tools, etc. is appropriate for your team
- ? Determine what level of depth you want to attain e.g., 1 back-up, 2 back-ups, and up to everyone can substitute for anyone





Candace Jacobs

Assistant Professor and STEM Liaison Librarian

University of North Carolina at Greensboro

ccjacobs@uncg.edu



Denice Lewis

Research and Instruction Librarian for Engineering and Science

Wake Forest University

lewisjd@wfu.edu

Bibliography

- Anyim, Wisdom Okereke. *Cross-Training and Development of Librarians for Effective Job Performance in University Libraries: Methods, Challenges and Prospects*.
- Becker-Redd, Kindra, et al. "Training Student Workers for Cross-Departmental Success in an Academic Library: A New Model." *Journal of Library Administration*, vol. 58, no. 2, Feb. 2018, pp. 153–65. *DOI.org (Crossref)*, <https://doi.org/10.1080/01930826.2017.1412711>.
- Metzger, Mary C. "Enhancing Library Staff Training and Patron Service Through a Cross-Departmental Exchange." *Technical Services Quarterly*, vol. 24, no. 2, Dec. 2006, pp. 1–7. *DOI.org (Crossref)*, https://doi.org/10.1300/J124v24n02_01.
- Spang, Lothar. *A STAFF-GENERATED CROSS-TRAINING PLAN FOR ACADEMIC REFERENCE LIBRARIANS: THE TQM APPROACH AT WAYNE STATE UNIVERSITY LIBRARIES*.
- Wilhelm, Cori. "That's Not My Job": Developing a Cross-Training Process in an Academic Library | *Wilhelm | College & Research Libraries News*. Apr. 2017. *crln.acrl.org*, <https://doi.org/10.5860/crln.77.7.9523>.