Librarians as Information Trainers: Using Training Techniques to Improve Information Literacy Instruction

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Recommended Citation
Reinauer, Olivia, "Librarians as Information Trainers: Using Training Techniques to Improve Information Literacy Instruction" (2014). Georgia International Conference on Information Literacy. 41.
https://digitalcommons.georgiasouthern.edu/gaintlit/2014/2014/41
WHAT DO I MEAN BY TRAINING?

“Training is often used to refer to learning that is associated with the development of very specific skills in the workplace.” (Allan, 2003, p.4)

Trainers not only train, but also instruct and educate (Stolovitch & Keeps, 2002)
WHY DID I DECIDE TO RESEARCH THIS?

The “one-shot” connection

Attempts to apply faculty professional development to a librarian position;

Libraries should look outward
Training Skills for Library Staff: “this book is written for library staff who are involved in delivering training events either to their colleagues or customers” (Allan, 2003, p.7)


Non-US publications
METHODOLOGY

Read training books

Attend a “Train the Trainer” session

Attempt to apply concepts to information literacy instruction

(and compare to library instruction literature)
<table>
<thead>
<tr>
<th></th>
<th>Trainers</th>
<th>Librarians</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Profession</strong></td>
<td>Rapidly changing</td>
<td>Rapidly changing</td>
</tr>
<tr>
<td><strong>Mission</strong></td>
<td>Workplace performance</td>
<td>Information literacy, academic performance</td>
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<tr>
<td><strong>Important trends</strong></td>
<td>ROI, evaluation</td>
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</tr>
<tr>
<td><strong>Themes</strong></td>
<td>Motivation, fun, adult learners, learner-centered, needs/skills gap</td>
<td>Pedagogy (and some andragogy), assessment, active learning</td>
</tr>
<tr>
<td><strong>Research</strong></td>
<td>Brain-based learning</td>
<td>Psychology of learning</td>
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</table>
TRAINING DESIGN
10 ESSENTIAL ELEMENTS OF TRAINING (JONES)

1. Know your subject
2. Know your audience
3. List audience needs
4. Learning domain (skills, knowledge, behavior)
5. Evaluate as you go
6. Set up tool box (activities, techniques)
7. Lesson plan
8. Methods
9. Creativity
10. Sandwich method
**DESIGN METHODS**

**Training**

PDE: Plan/Design/Evaluate (Jones)

5-step model: Rationale, Objectives, Activities, Evaluation, Feedback (Stolovitch & Keeps, 68-69)

4 C’s: Connections, Concepts, Concrete Practice, Conclusions (Bowman, 54-55)

**Library**

RECOGNIZE the learner’s need

ANALYZE the present situation

DEVELOP instructional goals, objectives, and ELOs

DESIGN appropriate instructional and assessment methods and materials

IMPLEMENT the instructional plan

ASSESS the ELOs

REVIEW data and revise

(Grassian & Kaplowitz, 2009, p. 112-113)
## GOALS

<table>
<thead>
<tr>
<th>Trainers (Jones)</th>
<th>Librarians (Grassian &amp; Kaplowitz, 2009, p.116)</th>
</tr>
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<tbody>
<tr>
<td>Goal = general, what instructor wants students to do, use a passive verb + title of session</td>
<td>Goal = “overall intent of the instruction”</td>
</tr>
<tr>
<td>Goal example: “Learn to search a database.”</td>
<td>Goal example: “To teach how to critically evaluate Web sites.”</td>
</tr>
</tbody>
</table>
### Objectives (Begin with the end in mind)

<table>
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<th>Trainee (Jones)</th>
<th>Librarian (Grassian &amp; Kaplowitz, 2009, p.116)</th>
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<tr>
<td>Objectives = written from learner perspective; ASSBAT + action verb</td>
<td>Objectives = “behavior(s) learners will exhibit after instruction”; ABCD or performance/condition/criteria</td>
</tr>
<tr>
<td>Terminal (major) – take 1.5 hours; Enabling (minor) – take 15 minutes or less</td>
<td>Objectives &amp; ELOs, “the action(s) learners will perform to indicate they have attained the objective”</td>
</tr>
<tr>
<td>SAM (specific, attainable, measurable)</td>
<td>Measurable, observable</td>
</tr>
</tbody>
</table>
EXAMPLES OF OBJECTIVES

Training

All students should be able to select at least two sources for a research paper using the library’s Onsearch database.

Library

“After a 50-minute stand-alone instructional session that includes a mix of lecture, demonstrations, group exercises, and discussion instruction, learners will be able to determine the quality and appropriateness of Web sites for their research needs” (Grassian & Kaplowitz, 2009, p. 116).
Training: What to Include

Teach only the “need-to-knows” and put the “nice-to-knows” on a handout (Bowman, 2009; Jones)

Activities should relate directly to learning objectives and should have “elements of challenge, curiosity, and fantasy” (Stolovitch & Keeps, 2002)

See References (or any training resource) for activity ideas
ELEMENTS OF BRAIN-BASED LEARNING

1. Positive emotional experiences
2. Multi-sensory stimulation and novelty
3. Instructional variety and choices
4. Active participation and collaboration
5. Informal learning environments

(Bowman, 32)
OTHER BRAIN-BASED LEARNING TRAINING PRINCIPLES

5-9 “chunks” of information can be taken in at once, and leave short-term memory in 15-20 seconds (Stolovitch & Keeps, 2002)

Students will remember the beginning and the end best (primacy-recency principle) (Bowman, 2009)

75-minutes then move (Jones)

Must encounter a topic 6 times to commit to memory (Jones)
THE “EXPERT” MODEL

Experts have *procedural* knowledge, but must turn it into *declarative* knowledge, which doesn’t always work very well (Stolovitch & Keeps, 2002)
LEARNER-CENTERED TEACHING

“Trainer-led but participant-fed” (Jones)

“Ask yourself – if I lost my voice, how could I have them teach this to each other?” (Bowman, 2009, p.45)
Motivation = Value + Confidence + Positive Learning Atmosphere (Stolovitch & Keeps, 2002)

“Creating a varied and dynamic instructional environment is only part of the battle” (Grassian & Kaplowitz, 2009, p. 62)
PRACTICAL TIPS FROM TRAINING

Don’t begin with traditional instructions and overviews; instead start by learning and making connections (Bowman, 2009)

Group work – always choose a leader

Limit PowerPoint; write your notes on flip charts

Between sections, use “AHA’s” as review

Ask, don’t tell

Use pictures, stories

Handouts as prizes (Jones)
EVALUATION/ASSESSMENT
NEEDS ASSESSMENT

“The absence of an analysis usually results in instruction that misses the mark, wastes time and money, and destroys trainee motivation to learn more...Just as often, they don’t perform as expected because they are punished if they do, rewarded if they don’t, or ignored regardless of the quality of their performance.” (Mager, 2008, p.173)
NEEDS ASSESSMENT

Can be done as part of an introduction

Real vs. perceived: “they” need

Can’t/won’t/don’t

Should be done before every training, and formally once per year (Jones)
LEVELS OF EVALUATION

1. Like/Dislike (immediate reaction)
2. Learn (immediate feedback)
3. On Job Use (1-3 months)
4. Organizational Change (9-11 months)
WHAT WILL YOU DO WITH THIS INFORMATION WHEN YOU RETURN TO WORK?
CONCLUSIONS
WHAT LIBRARIES CAN LEARN FROM TRAINERS

Needs assessment – can’t/won’t/don’t
Demonstrate the why; “hook” them
For one-shots, limit to one terminal objective and share with students
Incorporate more group work (and always assign a leader)
Review
Ditch the theory!
FURTHER EXAMINATION

Read more of the training literature

Citation analysis – training literature vs. library literature

Applying training principles to a specific instruction scenario
Training Literature Does Help

There are a wealth of activity examples appropriate for shorter, ungraded interactions.

Take a “Train the Trainer” course

What I’ve tried
- Ask, don’t tell
- Assign a leader
- Connect with prior knowledge

What I want to try
- Use a hook; demonstrate the “why”
- Include review activities
- Can’t/won’t/don’t
THANK YOU!  Questions?
REFERENCES


