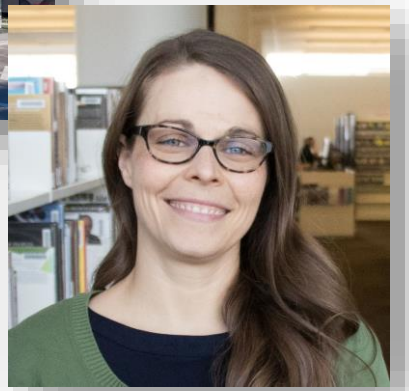
DESIGNING VOLUNTEER TRAINING IN NICHE ACADEMY

Get Involved: Powered by Your Library
March 27, 2024

CEDAR RAPIDS PUBLIC Library



Jessica Link
Volunteer Coordinator
Cedar Rapids Public Library

San Mateo County Libraries

Amy Selmi

Library Manager, San Carlos Library

San Mateo County Libraries

OVERVIEW

- Why Online Training?
- Three Service Points of Niche Academy
- San Mateo County Libraries Demo
- Cedar Rapids Public Library Demo
- Successes & Strengths
- Drawbacks & Limitations
- Suggestions For and From You
- Q&A

BACKGROUND

WHY ONLINE TRAINING?

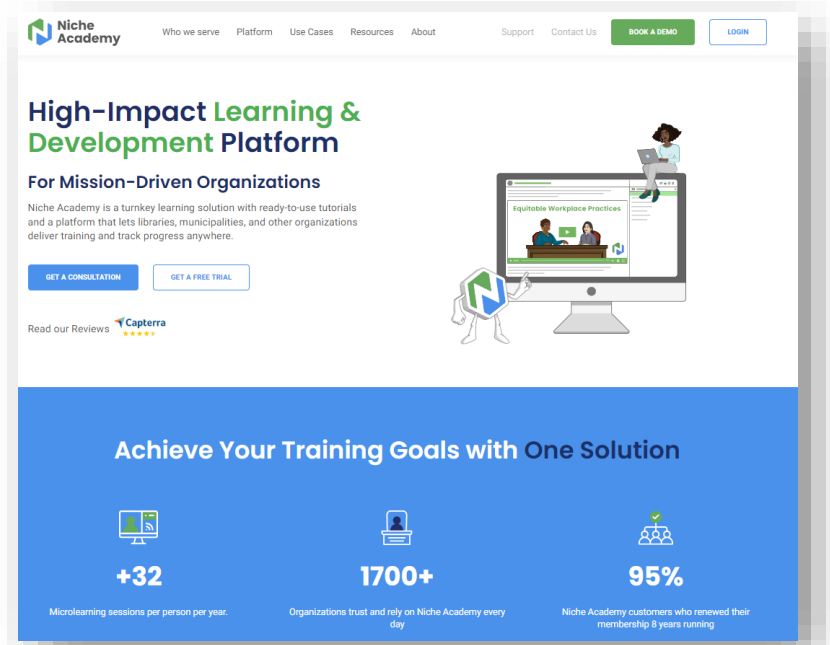
- Already successfully piloted online volunteer training with some no/low cost options (Adopt-A-Shelf)
- Better return on volunteer investment (ROVI)
- Better fit for our flexible volunteer roles that need more flexible training options
- Pandemic had transitioned more staff training online – making Niche Academy a more robust tool
- Opportune time for training returning volunteers – used downtime to build/transition/test, more familiar with online tools, able to pilot with exiting volunteers and seek feedback

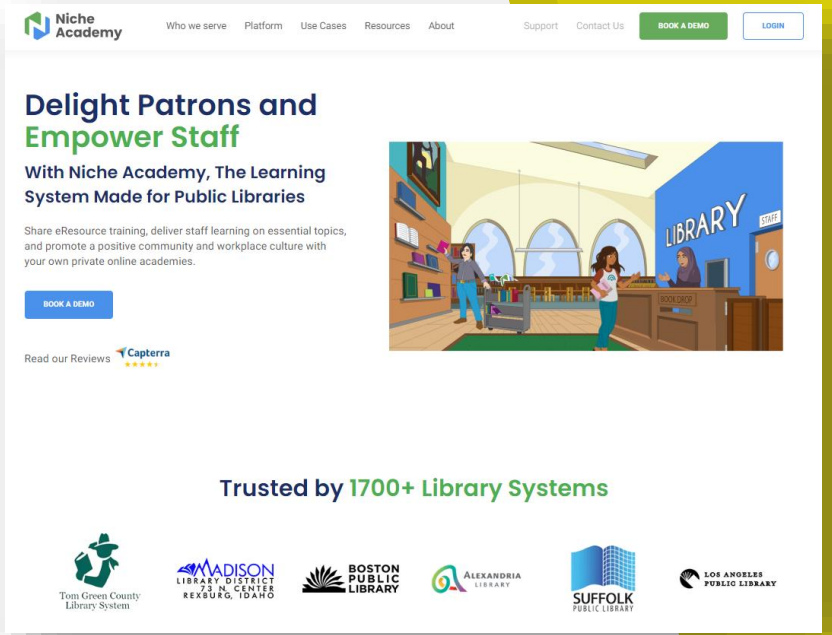
WHY ONLINE TRAINING?

- Provide consistent training across 13 locations
- Save staff time
- Allow volunteers to learn at their own pace at home or on-site
- Establish a common foundational understanding and vocabulary around our maker tools
- Easy to update and share out when tools, instructions, expectations, or materials change
- Online reference

NICHE ACADEMY

www.nicheacademy.com



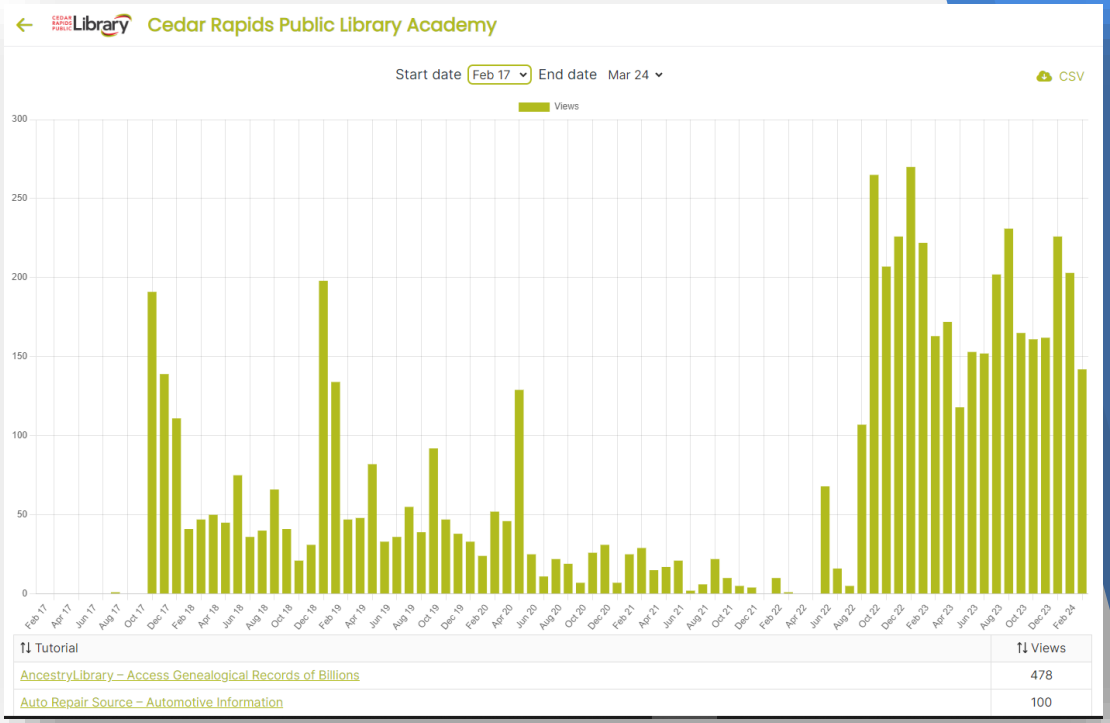


THREE SERVICE POINTS

PUBLIC	STAFF	VOLUNTEERS
Self-service tutorials for patrons to access on your website	Create training tutorials for staff to access anywhere/anytime	Create training tutorials for volunteers to access anywhere/anytime
Use existing tutorials	Access Tutorial Marketplace to see tutorials built by NA, other libraries, and vendors – some for free, some with a fee	Share tutorials from staff trainings with volunteers
Create tutorials specific to your resources and services	Review reports for accountability	Review reports for accountability

THREE SERVICE POINTS

PUBLIC

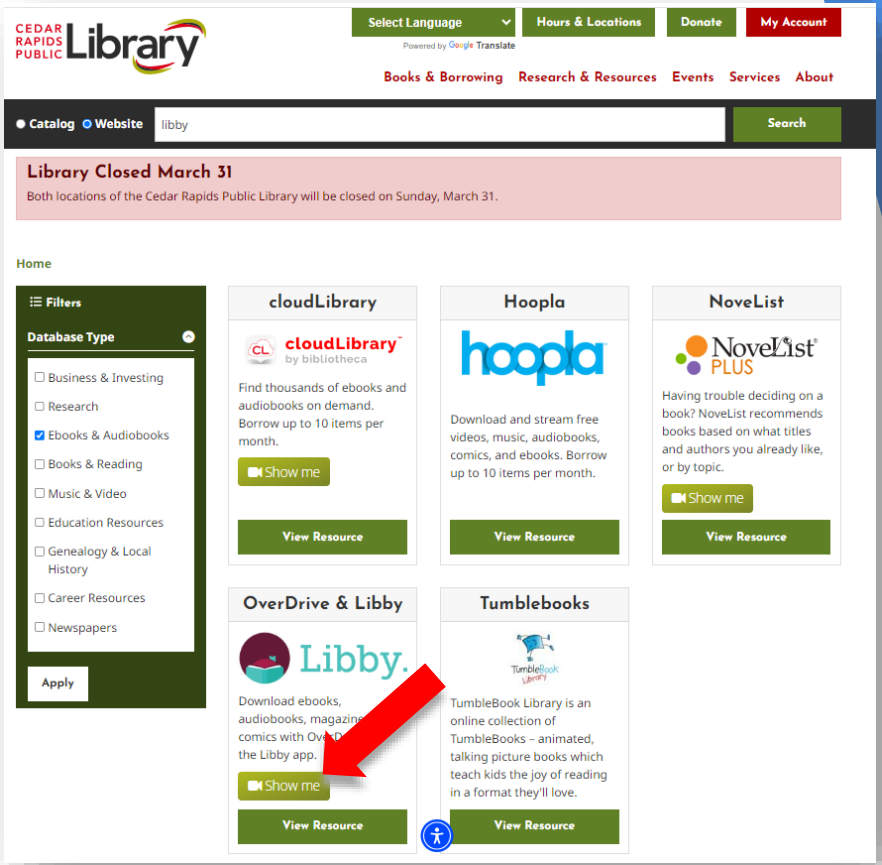


Tutorial	Views
AncestryLibrary – Access Genealogical Records of Billions	478
Auto Repair Source – Automotive Information	100

THREE SERVICE POINTS

PUBLIC

Self-service tutorials for patrons to access on your website

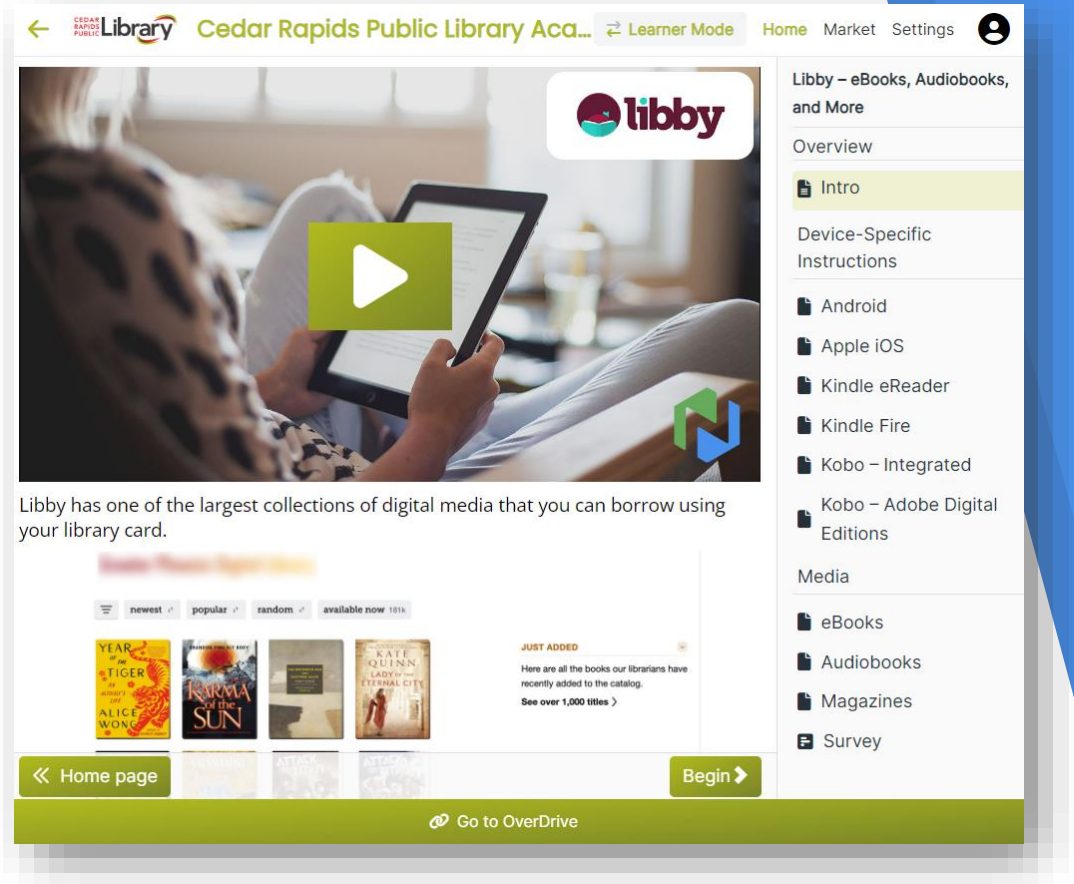


THREE SERVICE POINTS

PUBLIC

Self-service tutorials for patrons to access on your website

Use existing tutorials

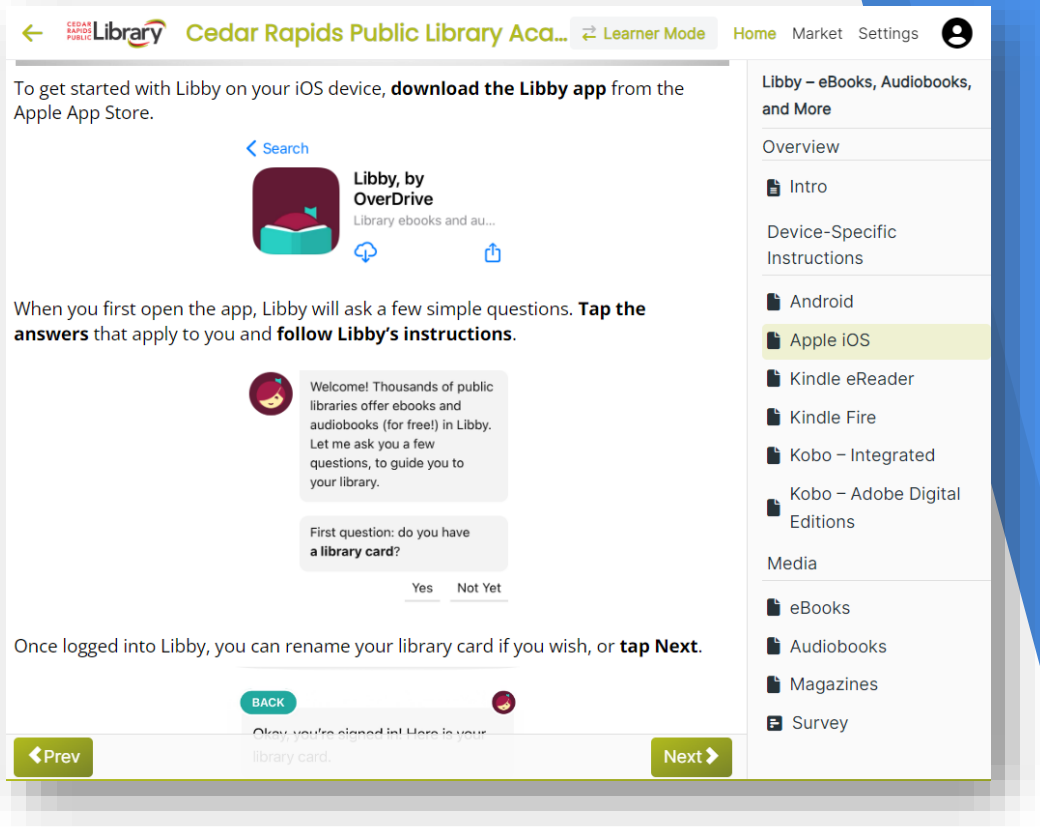


THREE SERVICE POINTS

PUBLIC

Self-service tutorials for patrons to access on your website

Use existing tutorials

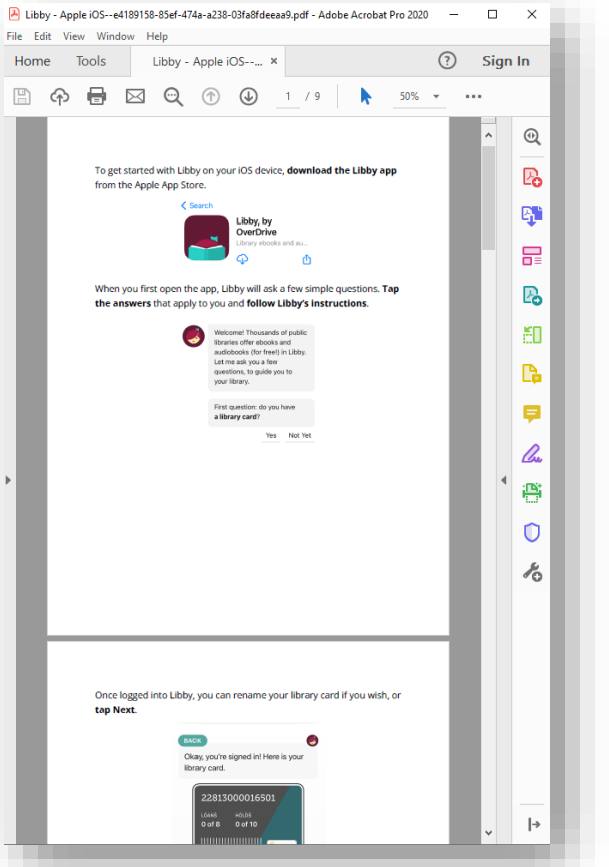


THREE SERVICE POINTS

PUBLIC

Self-service tutorials for patrons to access on your website

Use existing tutorials



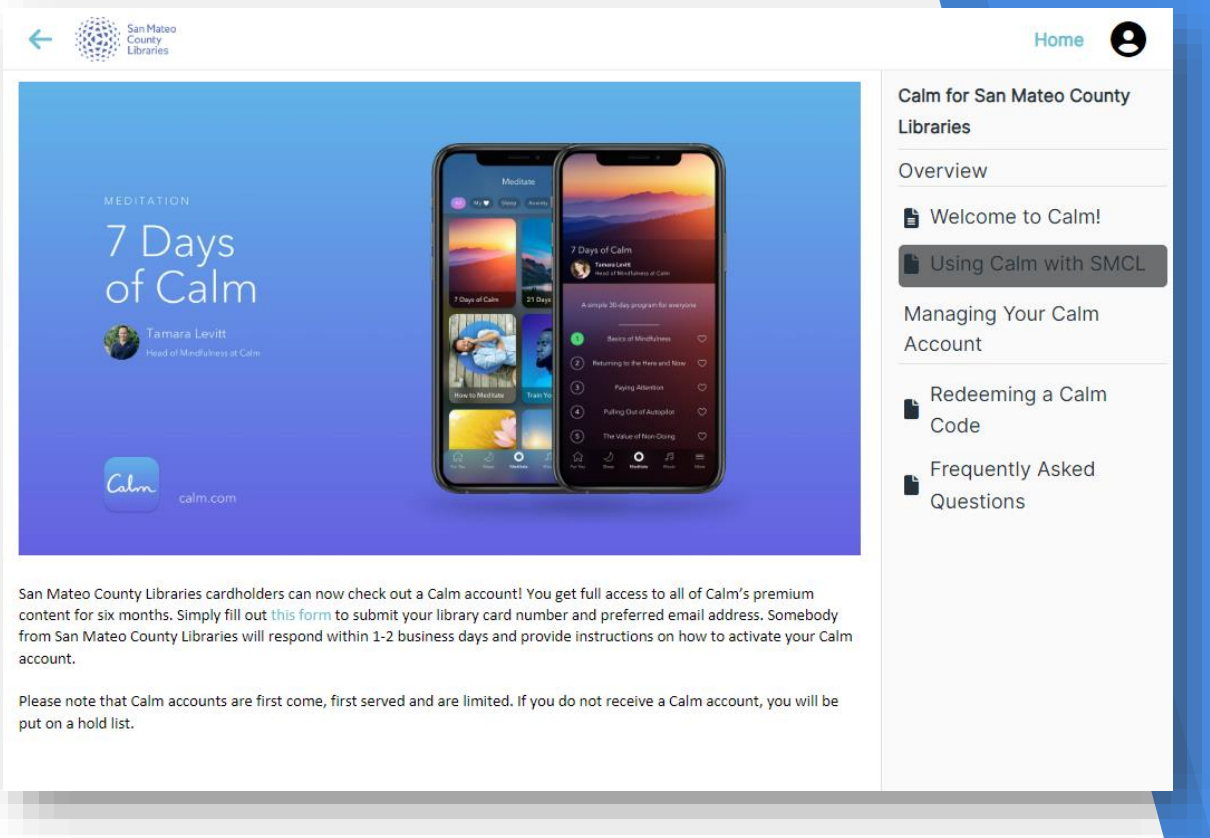
THREE SERVICE POINTS

PUBLIC

Self-service tutorials for patrons to access on your website

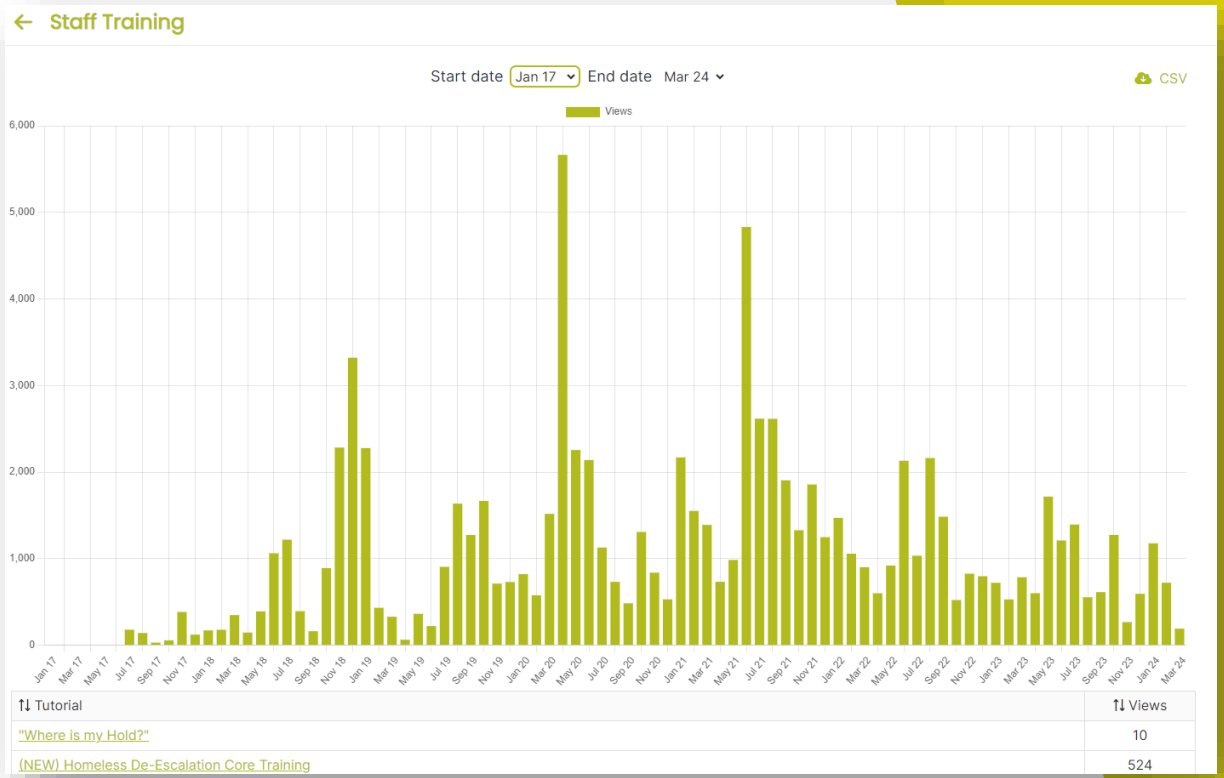
Use existing tutorials

Create tutorials specific to your resources and services



THREE SERVICE POINTS

STAFF

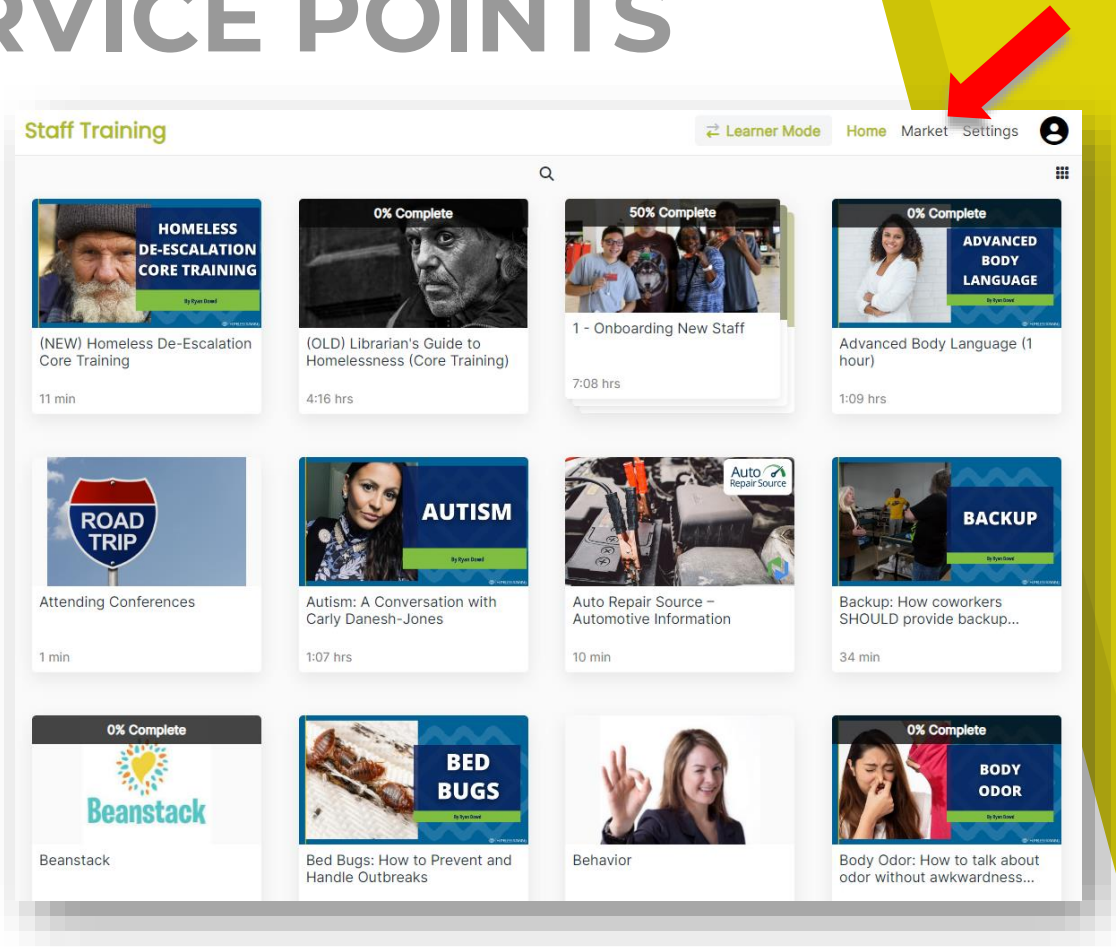


Tutorial	Views
"Where is my Hold?"	10
(NEW) Homeless De-Escalation Core Training	524

THREE SERVICE POINTS

STAFF

Create training tutorials for staff to access anywhere/anytime

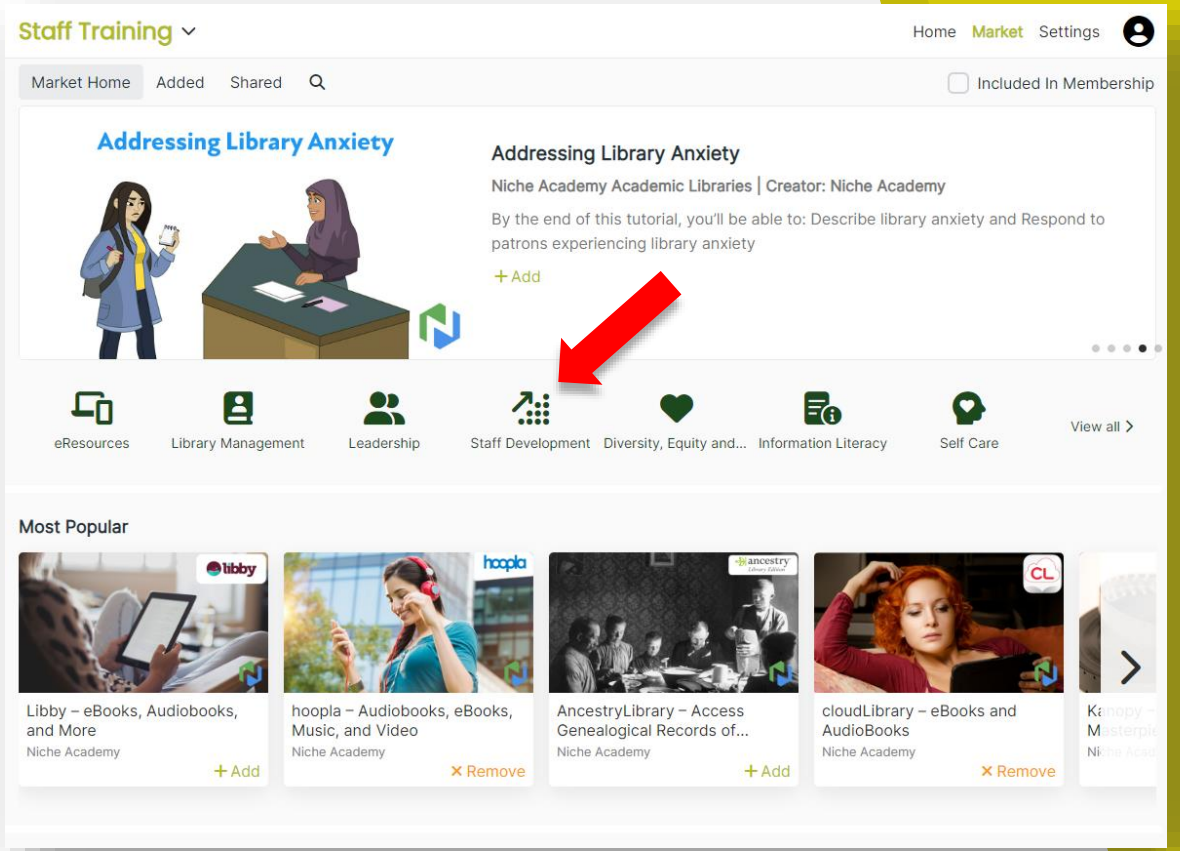


THREE SERVICE POINTS

STAFF

Create training tutorials for staff to access anywhere/anytime

Access Tutorial Marketplace to see tutorials built by NA, other libraries, and vendors – some for free, some with a fee

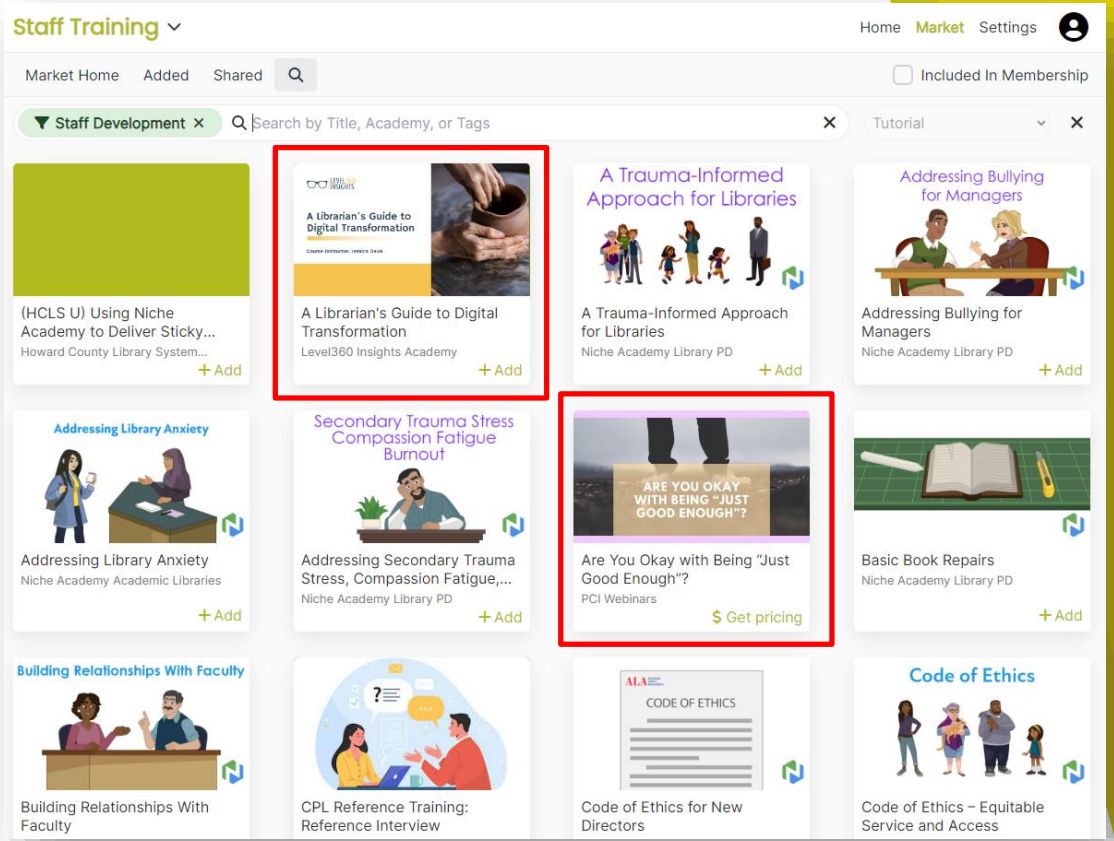


THREE SERVICE POINTS

STAFF

Create training tutorials for staff to access anywhere/anytime

Access Tutorial Marketplace to see tutorials built by NA, other libraries, and vendors – some for free, some with a fee



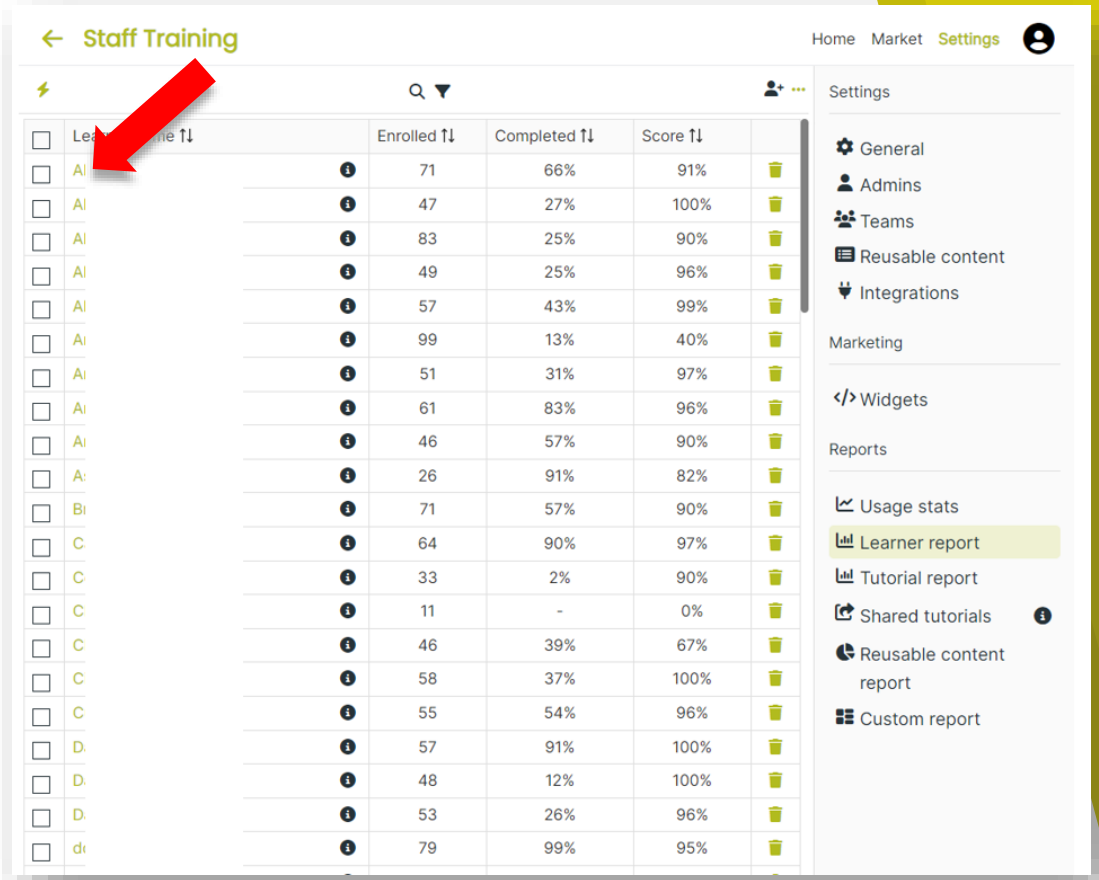
THREE SERVICE POINTS

STAFF

Create training tutorials for staff to access anywhere/anytime

Access Tutorial Marketplace to see tutorials built by NA, other libraries, and vendors – some for free, some with a fee

Review reports for accountability



THREE SERVICE POINTS

STAFF

Create training tutorials for staff to access anywhere/anytime

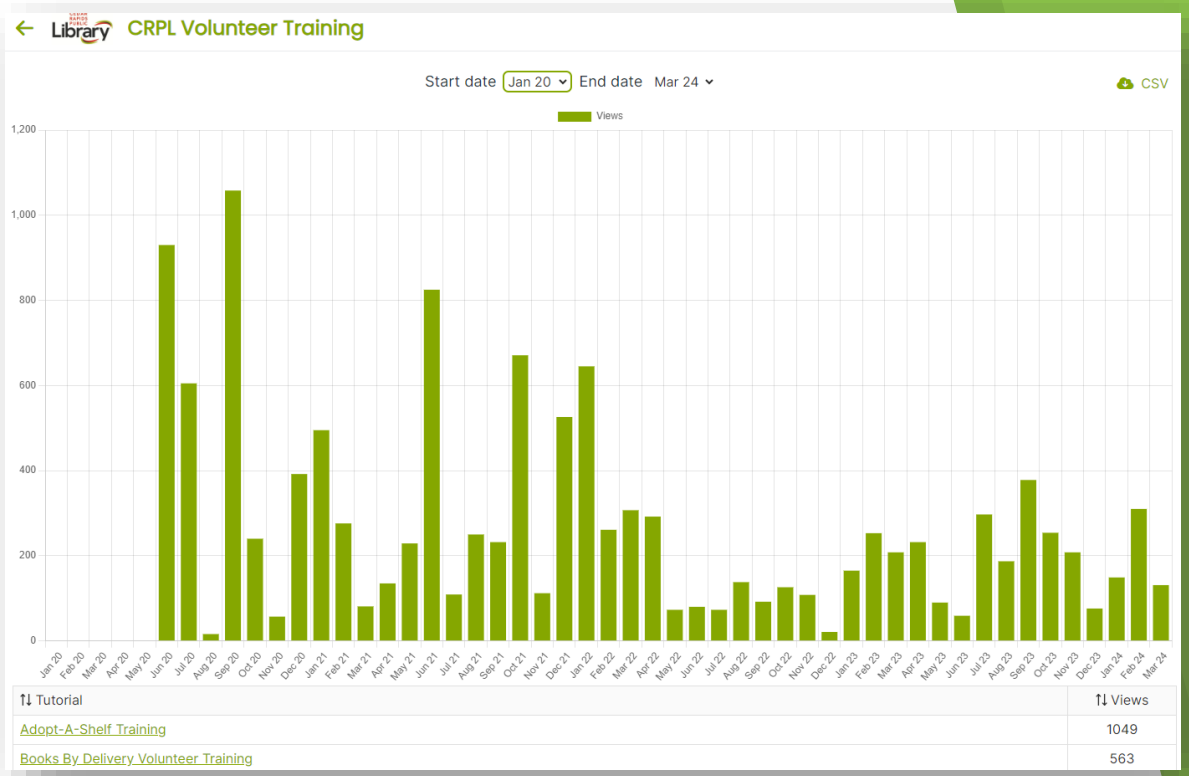
Access Tutorial Marketplace to see tutorials built by NA, other libraries, and vendors – some for free, some with a fee

Review reports for accountability

Tutorial name	Enrolled	Due date	Expires	Completed	Score
(NEW) Homeless De-Escalation Core Training	09/18/2023	-	-	11/14/2023	N/A
(OLD) Librarian's Guide to Homelessness (Core Training)	06/30/2018	-	-	01/14/2020	96%
Advanced Body Language (1 hour)	06/30/2020	-	-	10/20/2022	N/A
Autism: A Conversation with Carly Danesh-Jones	02/20/2024	-	-	02/20/2024	N/A
Backup: How to backup a co-worker during a crisis	09/23/2021	-	-	28%	N/A
Backup: How coworkers SHOULD provide backup during conflict	02/27/2024	-	-	02/27/2024	N/A
Bed Bugs: How to Prevent and Handle Outbreaks	03/15/2024	-	-	03/15/2024	N/A
Body Odor: How to talk about odor without awkwardness (Nov 2021)	11/17/2021	-	-	-	N/A
Body Odor: The Dreaded Conversation (1 hour)	06/30/2020	-	-	-	0%
BOLD360 for Remote Access	01/08/2021	-	-	-	0%
BOLD360! Chat	11/11/2020	-	-	-	0%
Burnout and Stress					

THREE SERVICE POINTS

VOLUNTEERS

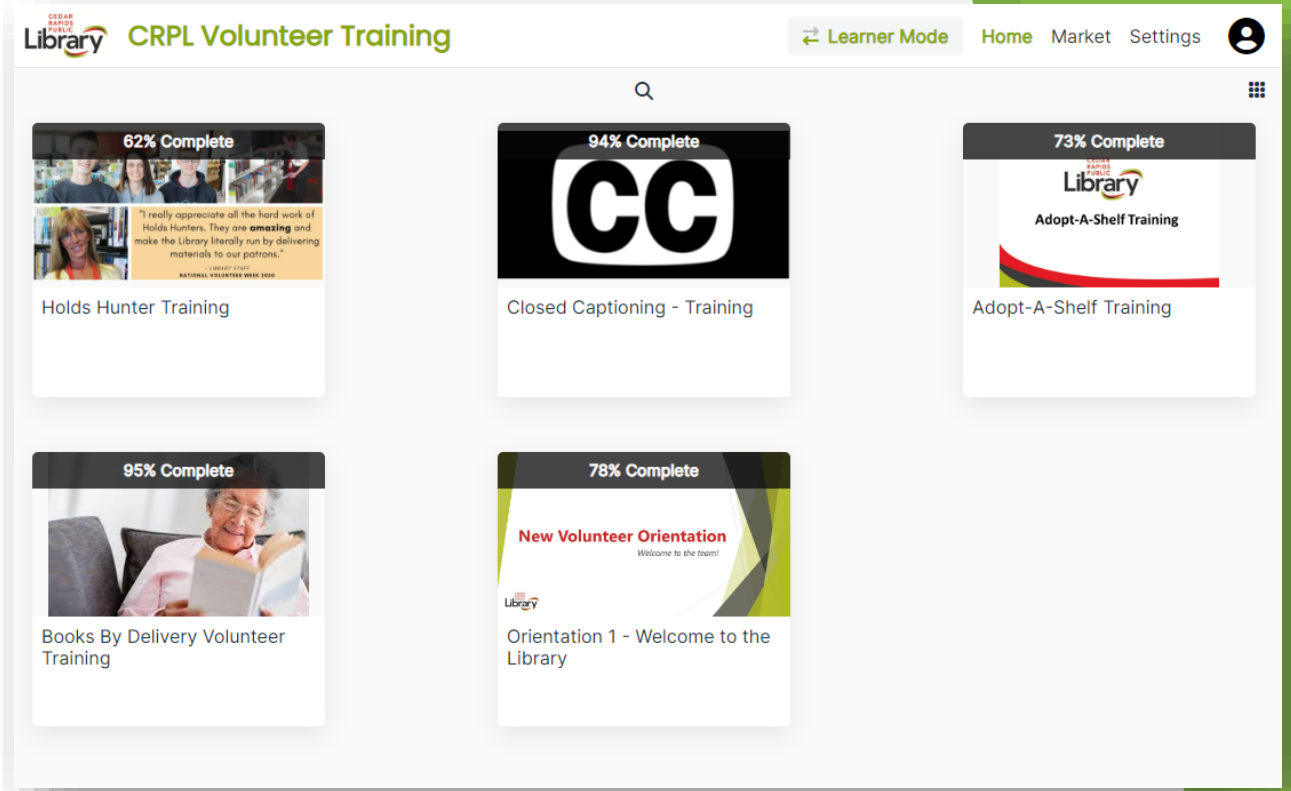


Tutorial	Views
Adopt-A-Shelf Training	1049
Books By Delivery Volunteer Training	563

THREE SERVICE POINTS

VOLUNTEERS

Create training tutorials for volunteers to access anywhere/anytime

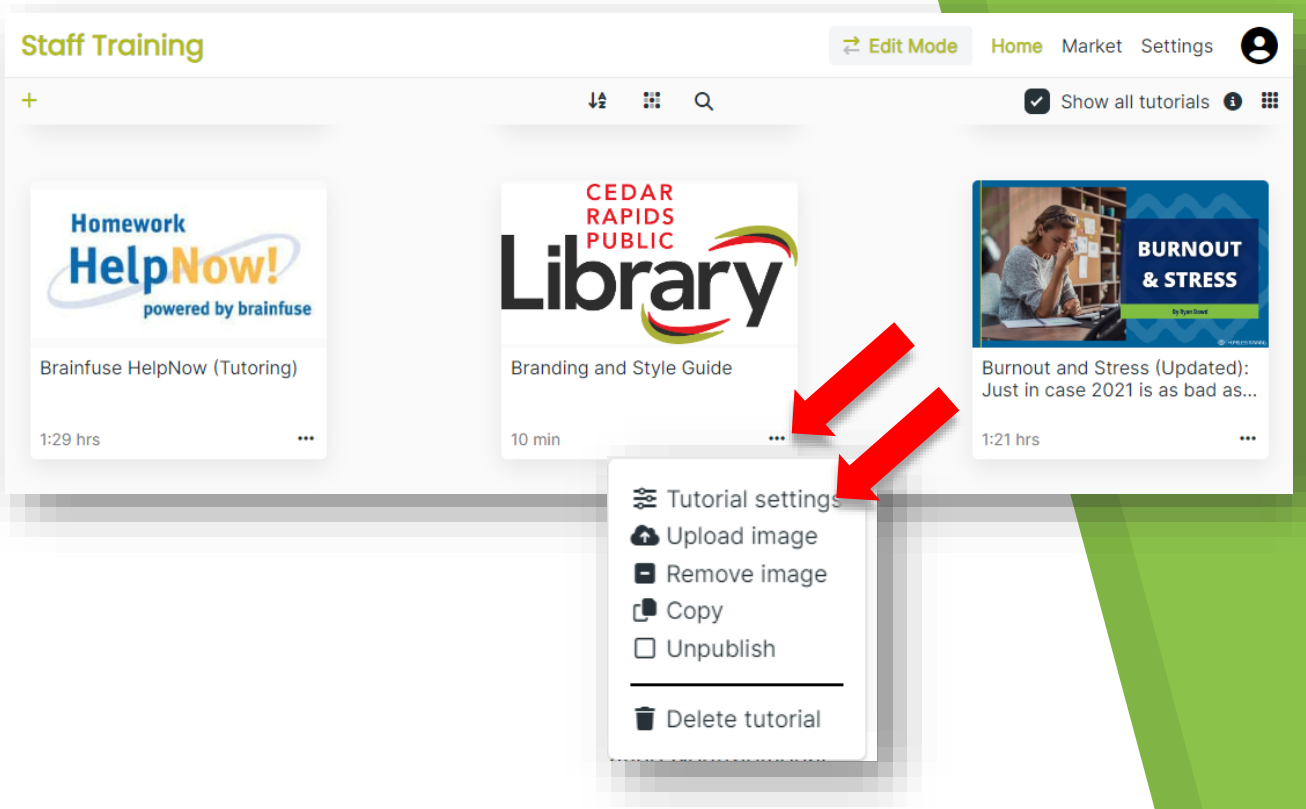


THREE SERVICE POINTS

VOLUNTEERS

Create training tutorials for volunteers to access anywhere/anytime

Share tutorials from staff trainings with volunteers

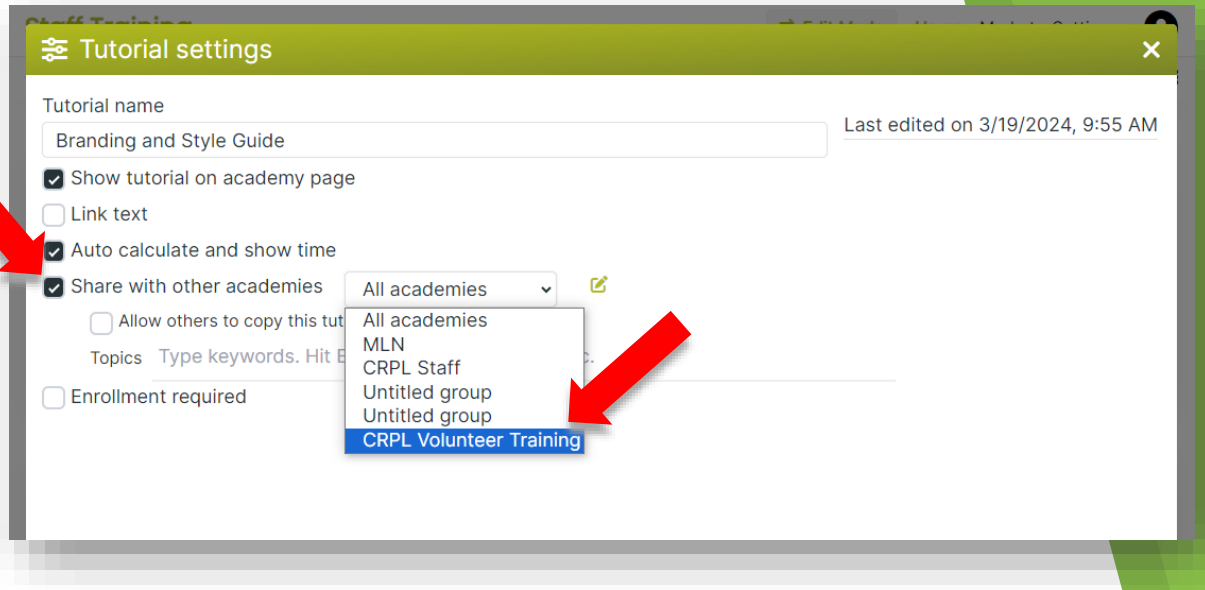


THREE SERVICE POINTS

VOLUNTEERS

Create training tutorials for volunteers to access anywhere/anytime

Share tutorials from staff trainings with volunteers



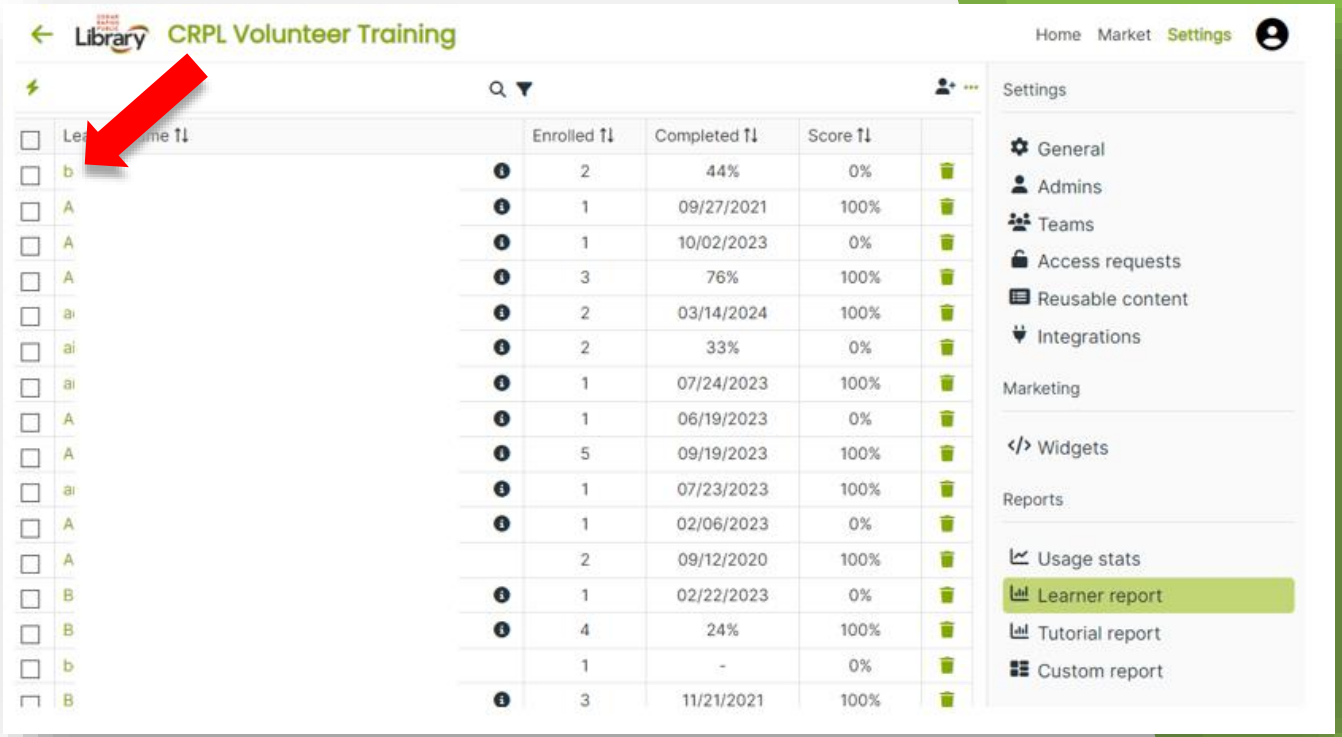
THREE SERVICE POINTS

VOLUNTEERS

Create training tutorials for volunteers to access anywhere/anytime

Share tutorials from staff trainings with volunteers

Review reports for accountability



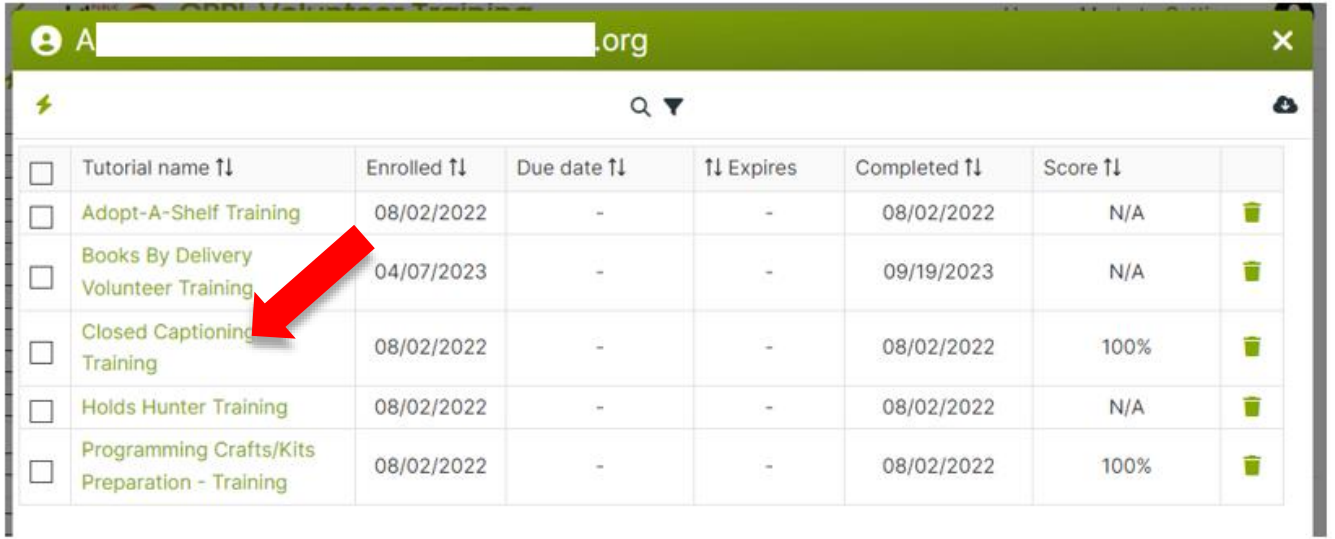
THREE SERVICE POINTS

VOLUNTEERS

Create training tutorials for volunteers to access anywhere/anytime

Share tutorials from staff trainings with volunteers

Review reports for accountability



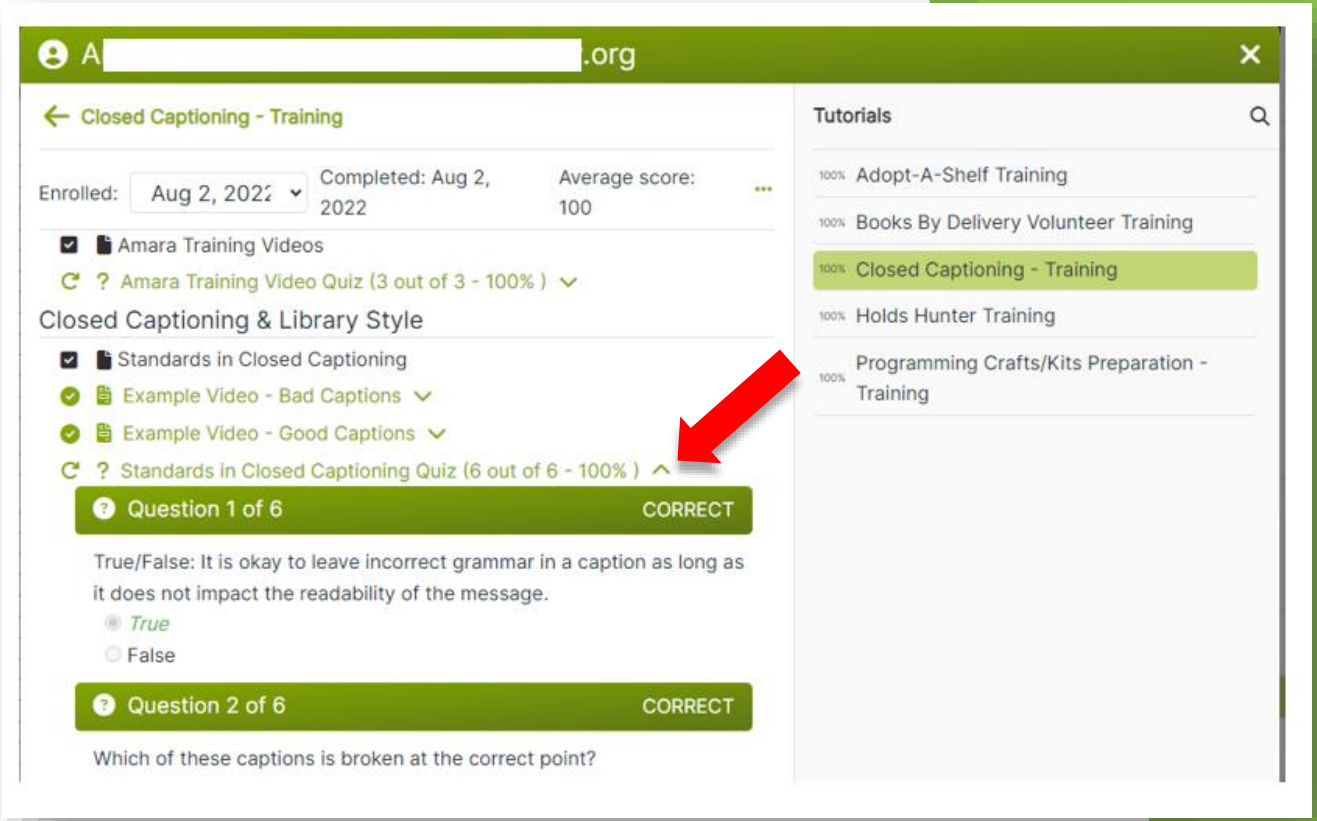
THREE SERVICE POINTS

VOLUNTEERS

Create training tutorials for volunteers to access anywhere/anytime

Share tutorials from staff trainings with volunteers

Review reports for accountability



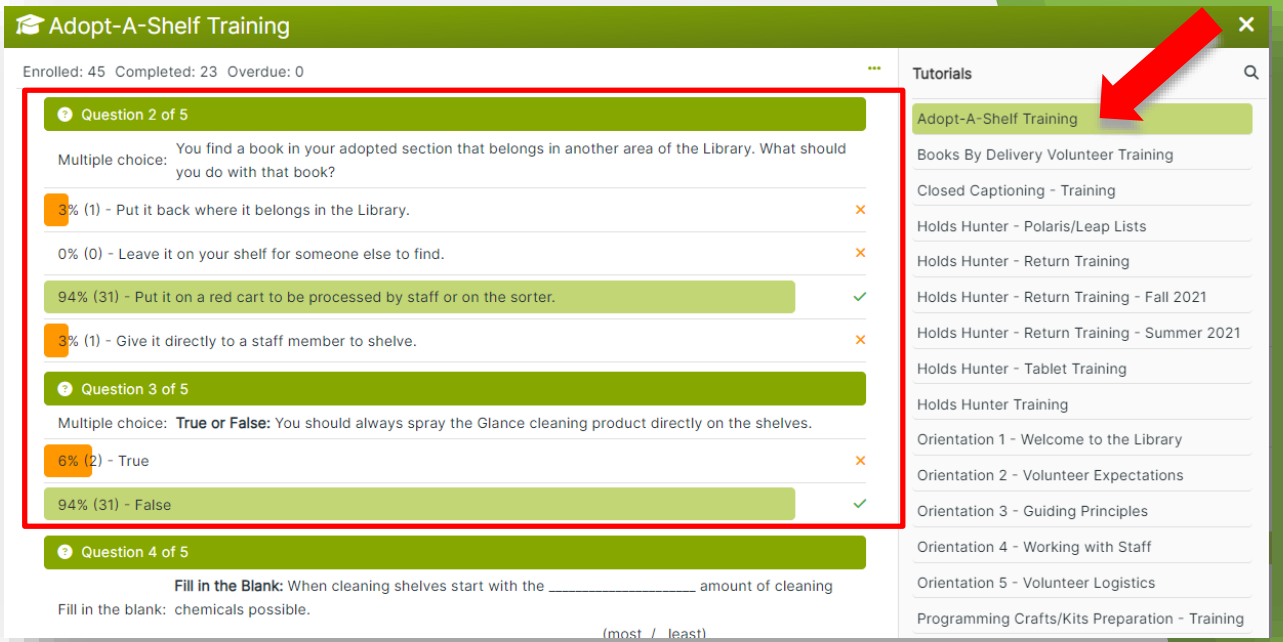
THREE SERVICE POINTS

VOLUNTEERS

Create training tutorials for volunteers to access anywhere/anytime

Share tutorials from staff trainings with volunteers

Review reports for accountability



THREE SERVICE POINTS

PUBLIC	STAFF	VOLUNTEERS
Self-service tutorials for patrons to access on your website	Create training tutorials for staff to access anywhere/anytime	Create training tutorials for volunteers to access anywhere/anytime
Use existing tutorials	Access Tutorial Marketplace to see tutorials built by NA, other libraries, and vendors – some for free, some with a fee	Share tutorials from staff trainings with volunteers
Create tutorials specific to your resources and services	Review reports for accountability	Review reports for accountability

San Mateo County Libraries

DEMONSTRATION:

San Mateo County Libraries

SAN MATEO COUNTY

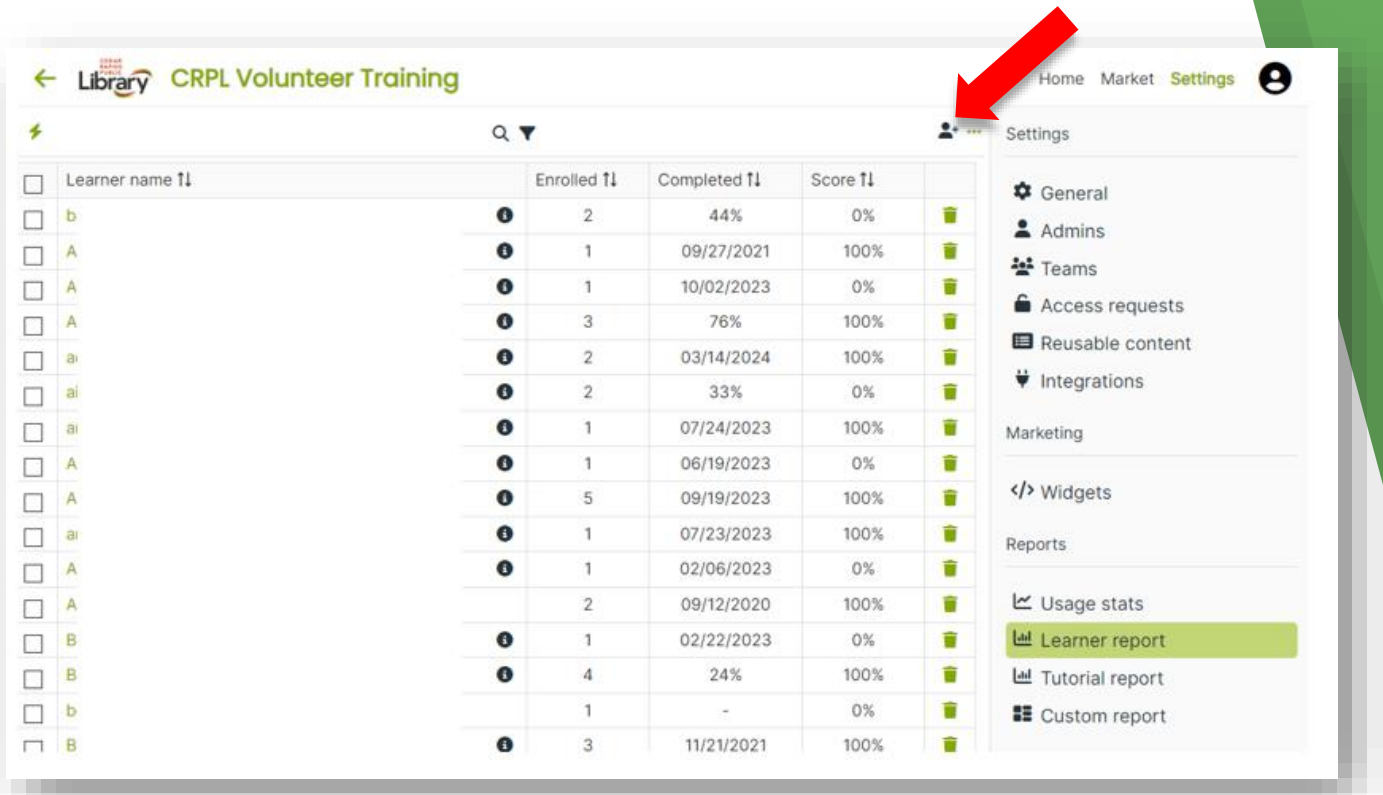
- Maker Space Volunteer Tutorials
- https://my.nicheacademy.com/smcl?category=20283

CEDAR RAPIDS PUBLIC Library

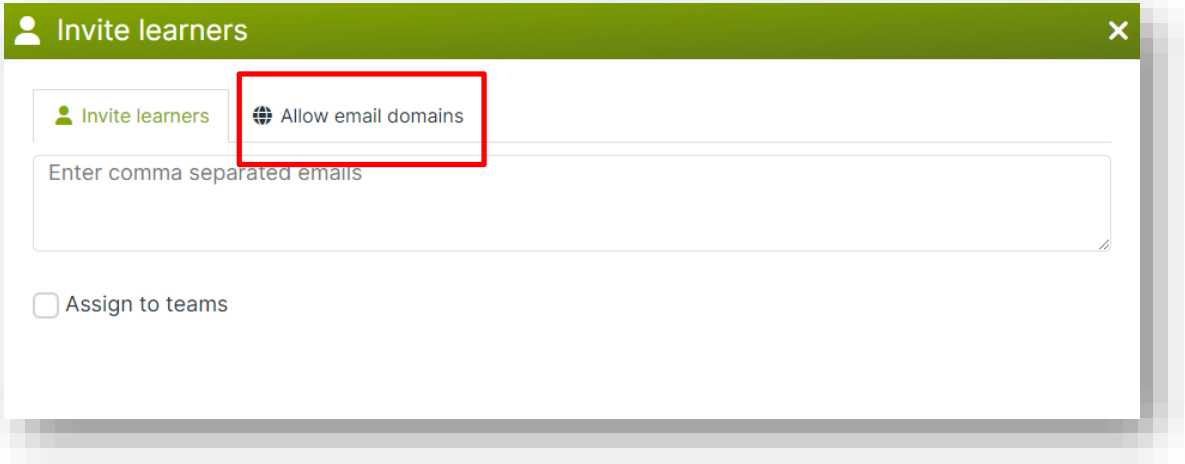
DEMONSTRATION:

Cedar Rapids Public Library

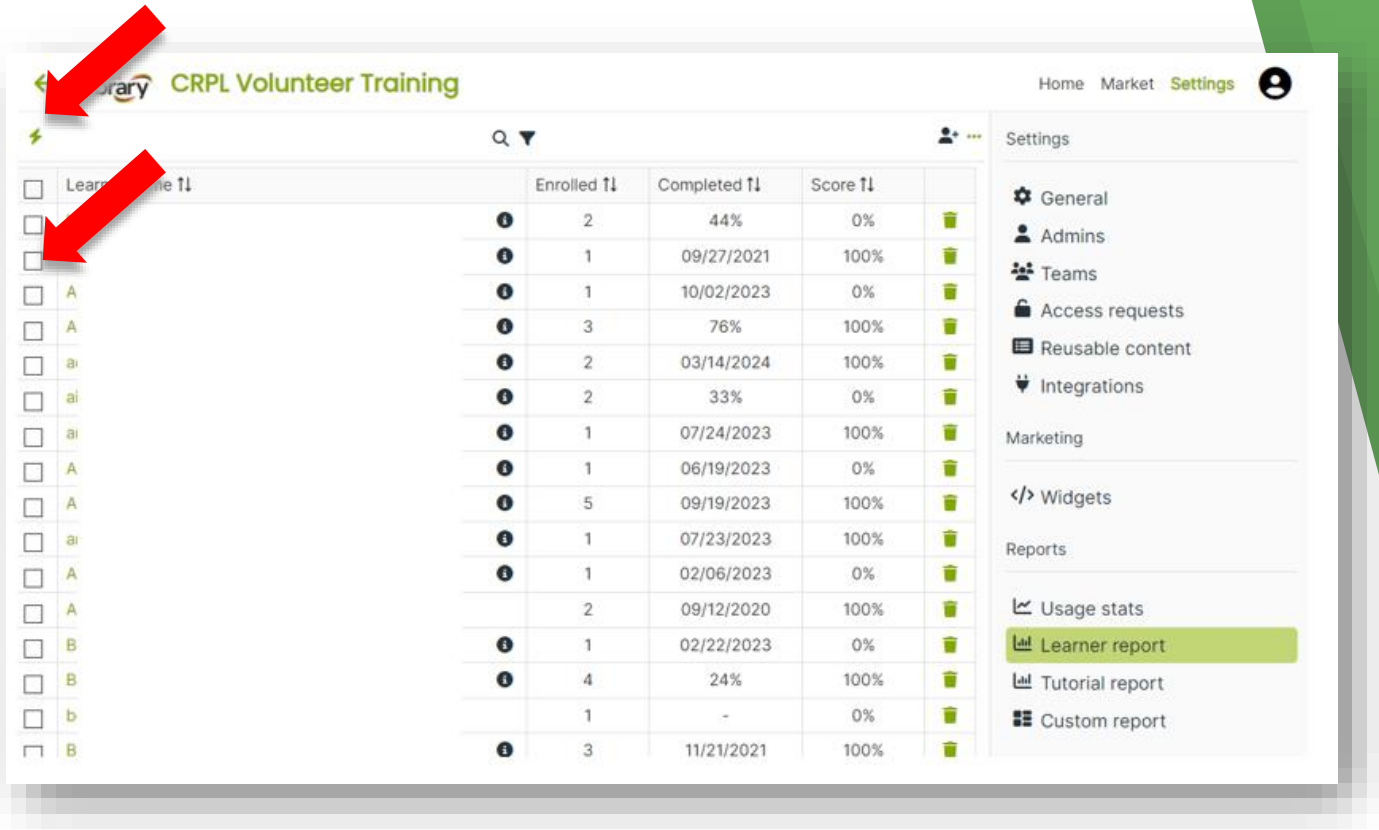
CEDAR RAPIDS PUBLIC LIBRARY



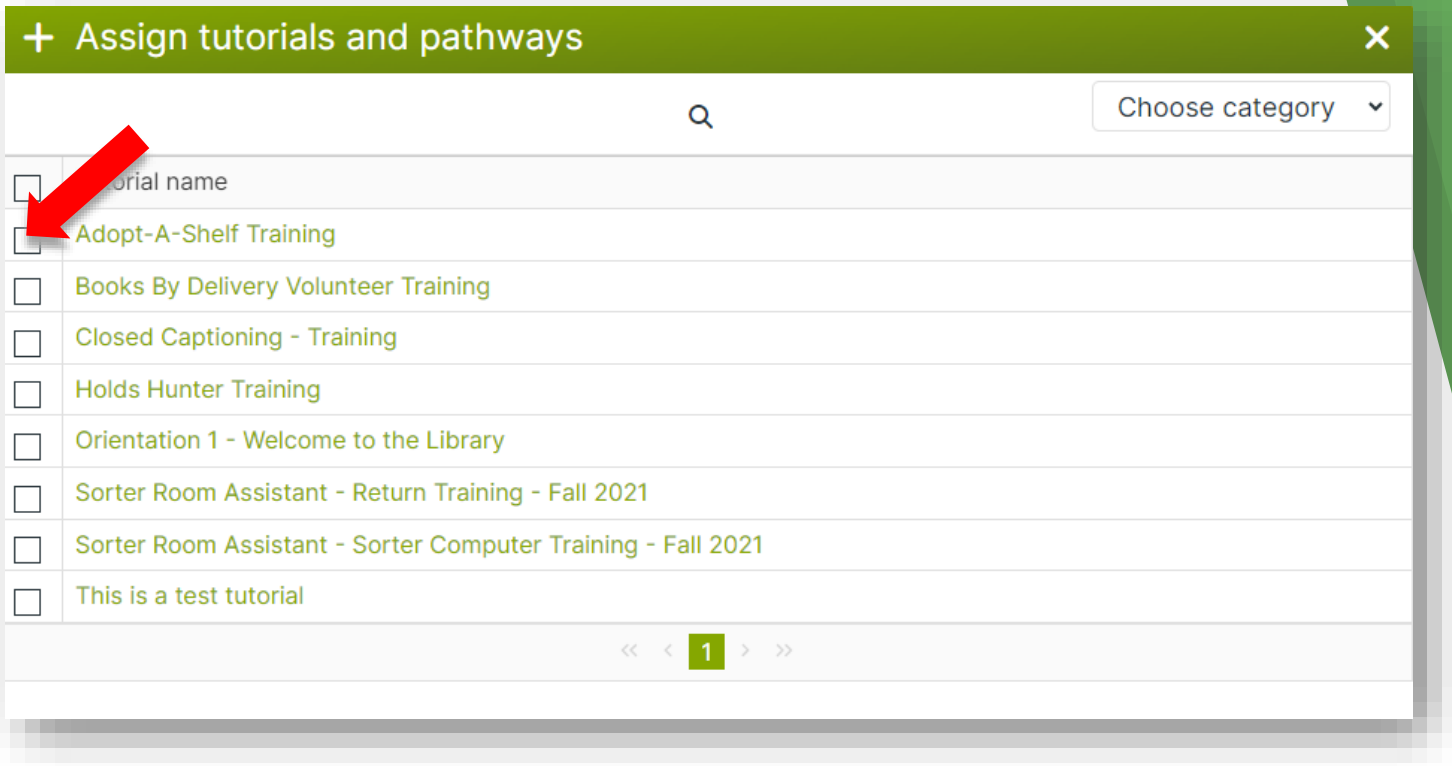
CEDAR RAPIDS PUBLIC LIBRARY



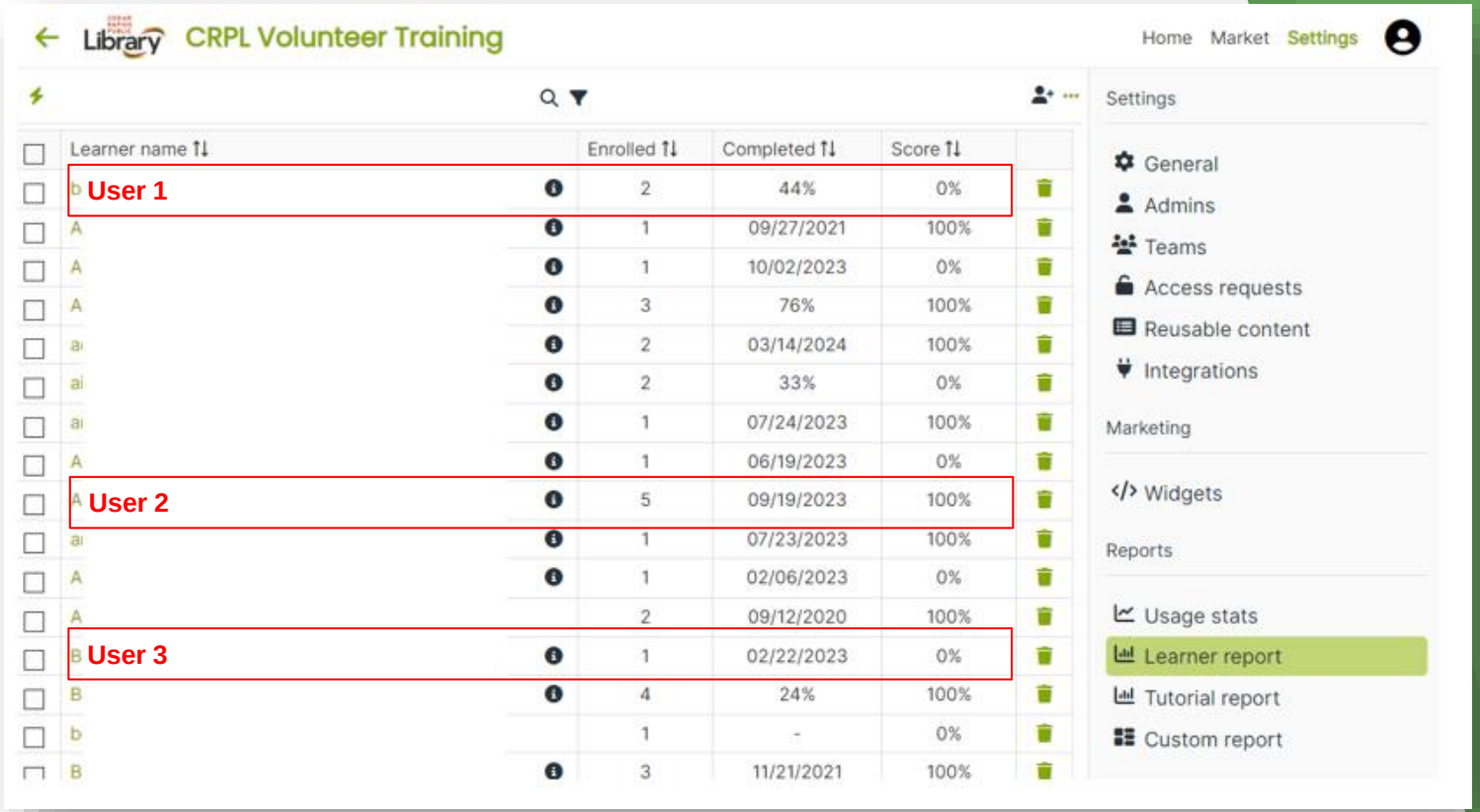
CEDAR RAPIDS PUBLIC LIBRARY



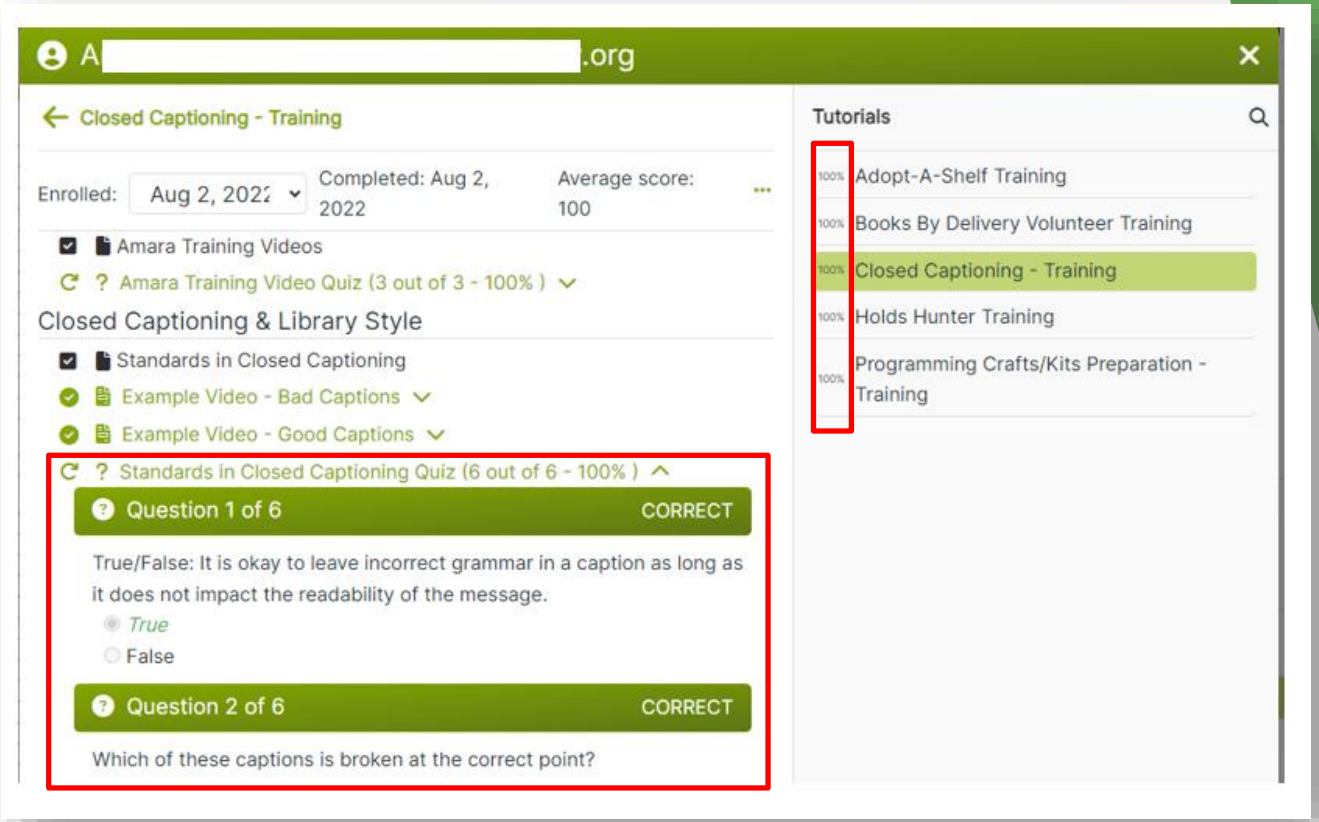
CEDAR RAPIDS PUBLIC LIBRARY



CEDAR RAPIDS PUBLIC LIBRARY



CEDAR RAPIDS PUBLIC LIBRARY



CEDAR RAPIDS PUBLIC LIBRARY

- Able to provide you with a demo account so you have full access to CRPL Volunteer Training academy
- Drop in the chat: DEMO – your email
- Email Jessica at linkj@crlibrary.org

BIG PICTURE

SUCCESSES & STRENGTHS

- Ability to revisit and review concepts as needed
- Initial training can happen at home, saving staff time
- Volunteers are more confident with the tools when they begin their hands-on training
- Staff utilize Niche Academy trainings to learn to use maker equipment
- Resource for patrons who CKO sewing machines
- Recruitment tool for potential maker volunteers

SUCCESSES & STRENGTHS

- Reviewed onboarding surveys both pre- and post-online training – 100% said “the training prepared me to successfully perform my volunteer role”
- Accountability
- Users manage their own login and can reset anytime as needed without staff intervention
- Still only scratching surface of what we can do…

SUCCESSES & STRENGTHS

"We initially purchased this to help patrons learn to download digital content (eBooks and eAudio) because the process can be complicated, but the pandemic completely changed our usage to really focus on staff and volunteer trainings.

We got it for one reason but have used it so much that it really turned into a great investment for us!"

- Erin, Materials Manager at CRPL

DRAWBACKS & LIMITATIONS

- Cost can be limiting for some libraries
- Limited integration (more with LMS or LIT connections)
- No automated notifications – work around = “submit for review” function upon volunteer completion will send email to designated staff with link to approve
- Deciphering numbers of users/views

SUGGESTIONS FOR YOU…

- Determine what parts of training are best served online vs in-person (locations, processes, people, etc.)
- If using recordings, consider the length of each recording – easier to film, edit, change shorter sections – also easier for the volunteer to watch
- Keep in mind different tools for different learning modalities – handouts, in-person follow up, hands-on training options, knowledge checks
- Have volunteers help “test drive” new trainings

WHERE TO START?

- Start small – additional training, updated process, etc.
- Convert an existing training to an online training
- Explore low- to no-cost platforms (YouTube, Google site, PDFs shared online, etc.)
- Don’t recreate the wheel – connect with others doing this work already
- Partner with another department – materials, reference, programs, IT, HR/professional development
- Recruit a skilled volunteer to help

THANK YOU!

Jessica Link (she/her)
Volunteer Coordinator
Cedar Rapids Public Library
linkj@crlibrary.org
319.739.0403

Amy Selmi (she/her)
Library Manager
San Mateo County Libraries
selmi@smcl.org
833.937.7625