



# DESIGNING VOLUNTEER TRAINING IN NICHE ACADEMY

**Get Involved: Powered by Your Library**  
March 27, 2024



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San Mateo  
County  
Libraries



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# 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

The background features a diagonal split. The left side is white, and the right side is yellow. The yellow area is filled with a pattern of white gears and circles of various sizes. The word "BACKGROUND" is written in a bold, blue, sans-serif font across the bottom of the image, overlapping both the white and yellow sections.

**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



www.nicheacademy.com

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## High-Impact Learning & Development Platform

**For Mission-Driven Organizations**

Niche Academy is a turnkey learning solution with ready-to-use tutorials and a platform that lets libraries, municipalities, and other organizations deliver training and track progress anywhere.

[GET A CONSULTATION](#) [GET A FREE TRIAL](#)

Read our Reviews

**Achieve Your Training Goals with One Solution**

<b>+32</b>	<b>1700+</b>	<b>95%</b>
Microlearning sessions per person per year.	Organizations trust and rely on Niche Academy every day	Niche Academy customers who renewed their membership 8 years running

**Niche Academy** Who we serve Platform Use Cases Resources About Support Contact Us [BOOK A DEMO](#) [LOGIN](#)

## Delight Patrons and Empower Staff

**With Niche Academy, The Learning System Made for Public Libraries**

Share eResource training, deliver staff learning on essential topics, and promote a positive community and workplace culture with your own private online academies.

[BOOK A DEMO](#)

Read our Reviews

**Trusted by 1700+ Library Systems**

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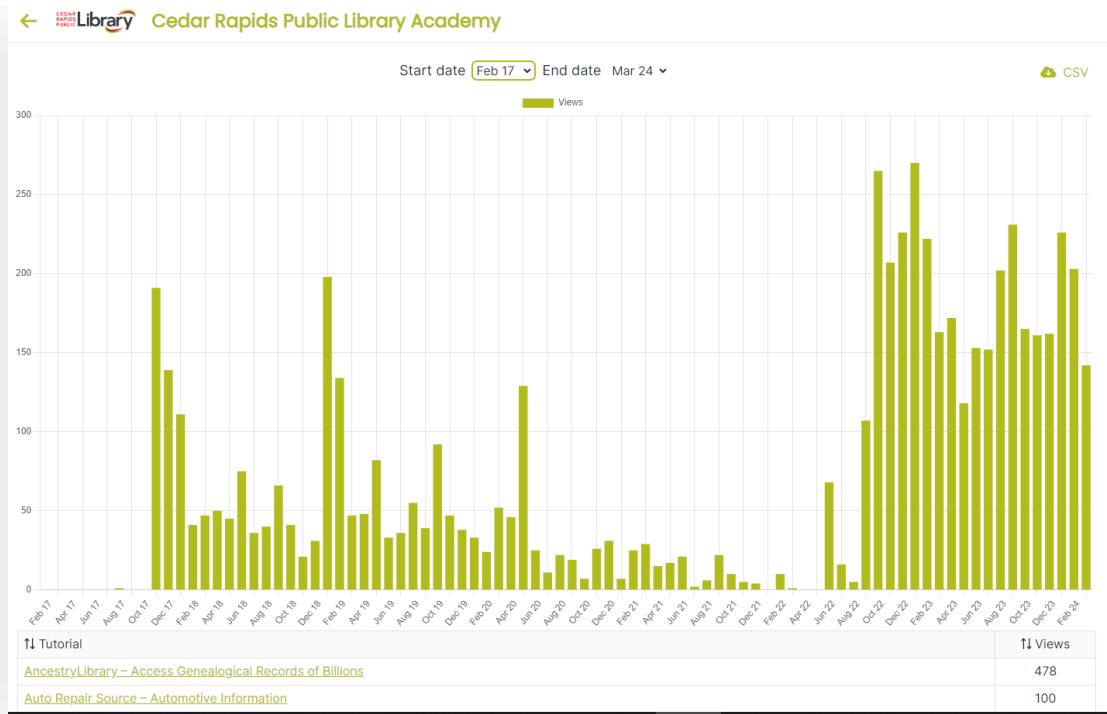


# THREE SERVICE POINTS

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



# THREE SERVICE POINTS

## PUBLIC

Self-service tutorials  
for patrons to access  
on your website

The screenshot displays the Cedar Rapids Public Library website interface. At the top, there is a navigation bar with the library logo, a language selection dropdown, and links for 'Hours & Locations', 'Donate', and 'My Account'. Below this is a secondary navigation bar with links for 'Books & Borrowing', 'Research & Resources', 'Events', 'Services', and 'About'. A search bar is located in the center, with 'libby' entered and a 'Search' button. A prominent pink banner announces 'Library Closed March 31' with the note: 'Both locations of the Cedar Rapids Public Library will be closed on Sunday, March 31.' The main content area is titled 'Home' and features a 'Filters' sidebar on the left. The sidebar lists 'Database Type' with checkboxes for 'Business & Investing', 'Research', 'Ebooks & Audiobooks' (which is checked), 'Books & Reading', 'Music & Video', 'Education Resources', 'Genealogy & Local History', 'Career Resources', and 'Newspapers'. An 'Apply' button is at the bottom of the sidebar. The main content area is divided into six resource cards: 'cloudLibrary' (by bibliotheca), 'Hoopla', 'NoveList PLUS', 'OverDrive & Libby', and 'Tumblebooks'. Each card includes a logo, a brief description of the service, a 'Show me' button, and a 'View Resource' button. A red arrow points to the 'Show me' button in the 'OverDrive & Libby' card. A small accessibility icon is visible at the bottom right of the page.

**CEDAR RAPIDS PUBLIC Library**  
Powered by Google Translate

Select Language | Hours & Locations | Donate | My Account

Books & Borrowing | Research & Resources | Events | Services | About

● Catalog ● Website libby Search

**Library Closed March 31**  
Both locations of the Cedar Rapids Public Library will be closed on Sunday, March 31.

Home

**Filters**

Database Type

- Business & Investing
- Research
- Ebooks & Audiobooks
- Books & Reading
- Music & Video
- Education Resources
- Genealogy & Local History
- Career Resources
- Newspapers

Apply

**cloudLibrary**  
Find thousands of ebooks and audiobooks on demand. Borrow up to 10 items per month. Show me View Resource

**Hoopla**  
Download and stream free videos, music, audiobooks, comics, and ebooks. Borrow up to 10 items per month. Show me View Resource

**NoveList PLUS**  
Having trouble deciding on a book? NoveList recommends books based on what titles and authors you already like, or by topic. Show me View Resource

**OverDrive & Libby**  
Download ebooks, audiobooks, magazines, and comics with OverDrive and the Libby app. Show me View Resource

**Tumblebooks**  
TumbleBook Library is an online collection of TumbleBooks - animated, talking picture books which teach kids the joy of reading in a format they'll love. Show me View Resource

# THREE SERVICE POINTS

## PUBLIC

Self-service tutorials  
for patrons to access  
on your website

Use existing tutorials



The screenshot displays the Cedar Rapids Public Library website. At the top, the navigation bar includes the library logo, the name "Cedar Rapids Public Library Aca...", a "Learner Mode" toggle, and links for "Home", "Market", and "Settings". A user profile icon is also present. The main content area features a large banner image of a person reading on a tablet, with a prominent green play button overlay. The Libby logo is visible in the top right of the banner. Below the banner, a text block states: "Libby has one of the largest collections of digital media that you can borrow using your library card." Underneath this text is a carousel of book covers, including "Year of the Tiger" by Alice Wong, "Karma and the Sun", and "Lady in the Eternal City" by Kate Quinn. A "JUST ADDED" section highlights recent catalog additions. At the bottom of the page, there are navigation buttons for "Home page" and "Begin", along with a "Go to OverDrive" link.

← CEDAR RAPIDS PUBLIC Library Cedar Rapids Public Library Aca... Learner Mode Home Market Settings

Libby – eBooks, Audiobooks, and More

Overview

- Intro
- Device-Specific Instructions
  - Android
  - Apple iOS
  - Kindle eReader
  - Kindle Fire
  - Kobo – Integrated
  - Kobo – Adobe Digital Editions
- Media
  - eBooks
  - Audiobooks
  - Magazines
  - Survey

Libby has one of the largest collections of digital media that you can borrow using your library card.

newest popular random available now 101k

YEAR OF THE TIGER ALICE WONG

KARMA AND THE SUN

LADY IN THE ETERNAL CITY KATE QUINN

JUST ADDED

Here are all the books our librarians have recently added to the catalog. See over 1,000 titles >

« Home page Begin »

Go to OverDrive

# THREE SERVICE POINTS

## PUBLIC

Self-service tutorials  
for patrons to access  
on your website

Use existing tutorials

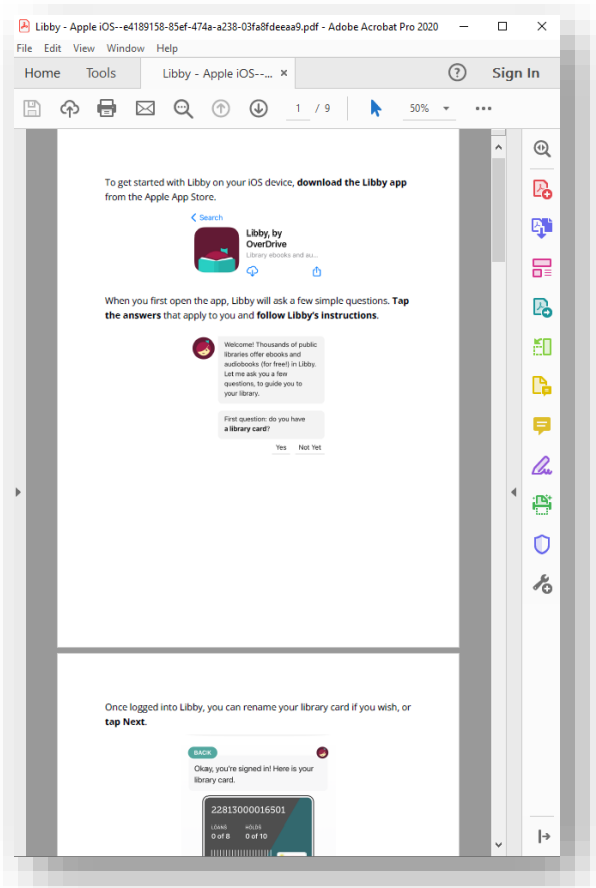
The screenshot shows the Cedar Rapids Public Library website. At the top, there is a navigation bar with the library logo, the name "Cedar Rapids Public Library Academy", and links for "Learner Mode", "Home", "Market", and "Settings". Below the navigation bar, there is a section for the Libby app. It starts with the text: "To get started with Libby on your iOS device, **download the Libby app** from the Apple App Store." Below this text is a search bar and a search result for "Libby, by OverDrive". The search result shows the app icon and the text "Library ebooks and au...". Below the search result, there is a section for new users: "When you first open the app, Libby will ask a few simple questions. **Tap the answers** that apply to you and **follow Libby's instructions**." Below this text is a tutorial card. The card has a speech bubble icon and the text: "Welcome! Thousands of public libraries offer ebooks and audiobooks (for free!) in Libby. Let me ask you a few questions, to guide you to your library." Below the text is a question: "First question: do you have a library card?" with two options: "Yes" and "Not Yet". Below the tutorial card, there is a section for existing users: "Once logged into Libby, you can rename your library card if you wish, or **tap Next**." At the bottom of the screenshot, there is a navigation bar with a "BACK" button, a "Prev" button, and a "Next" button. On the right side of the screenshot, there is a sidebar menu with the following items: "Libby – eBooks, Audiobooks, and More", "Overview", "Intro", "Device-Specific Instructions", "Android", "Apple iOS", "Kindle eReader", "Kindle Fire", "Kobo – Integrated", "Kobo – Adobe Digital Editions", "Media", "eBooks", "Audiobooks", "Magazines", and "Survey".

# THREE SERVICE POINTS

## PUBLIC

Self-service tutorials  
for patrons to access  
on your website

Use existing tutorials





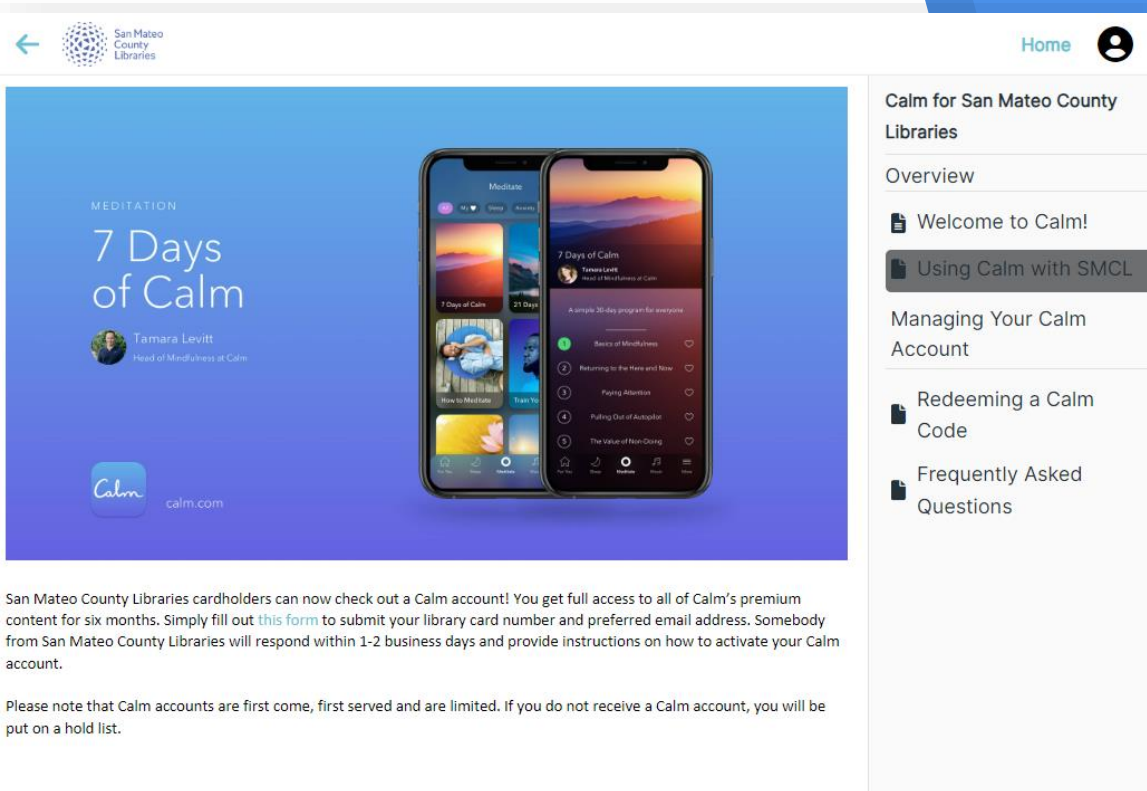
# THREE SERVICE POINTS

## PUBLIC

Self-service tutorials for patrons to access on your website

Use existing tutorials

Create tutorials specific to your resources and services



San Mateo County Libraries cardholders can now check out a Calm account! You get full access to all of Calm's premium content for six months. Simply fill out [this form](#) to submit your library card number and preferred email address. Somebody from San Mateo County Libraries will respond within 1-2 business days and provide instructions on how to activate your Calm account.

Please note that Calm accounts are first come, first served and are limited. If you do not receive a Calm account, you will be put on a hold list.

San Mateo County Libraries

Home

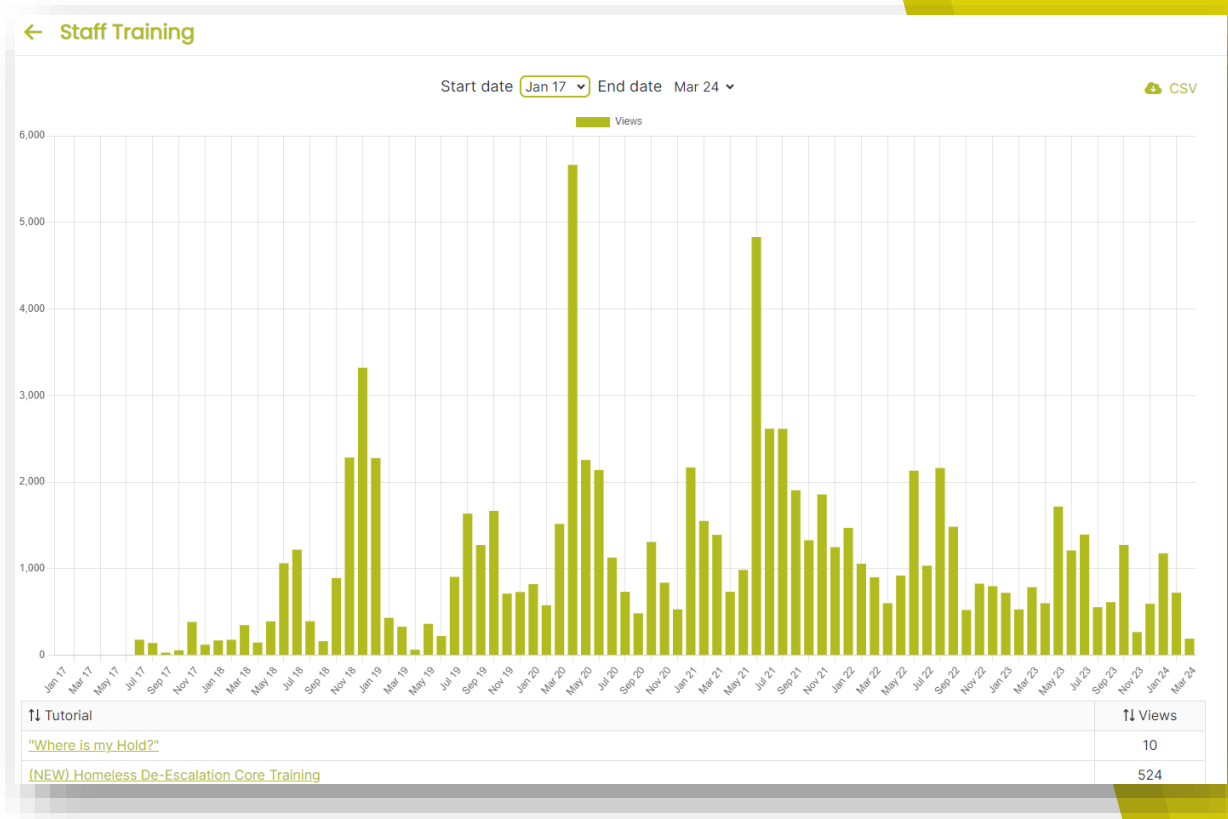
### Calm for San Mateo County Libraries

Overview

- Welcome to Calm!
- Using Calm with SMCL**
- Managing Your Calm Account
  - Redeeming a Calm Code
  - Frequently Asked Questions

# THREE SERVICE POINTS

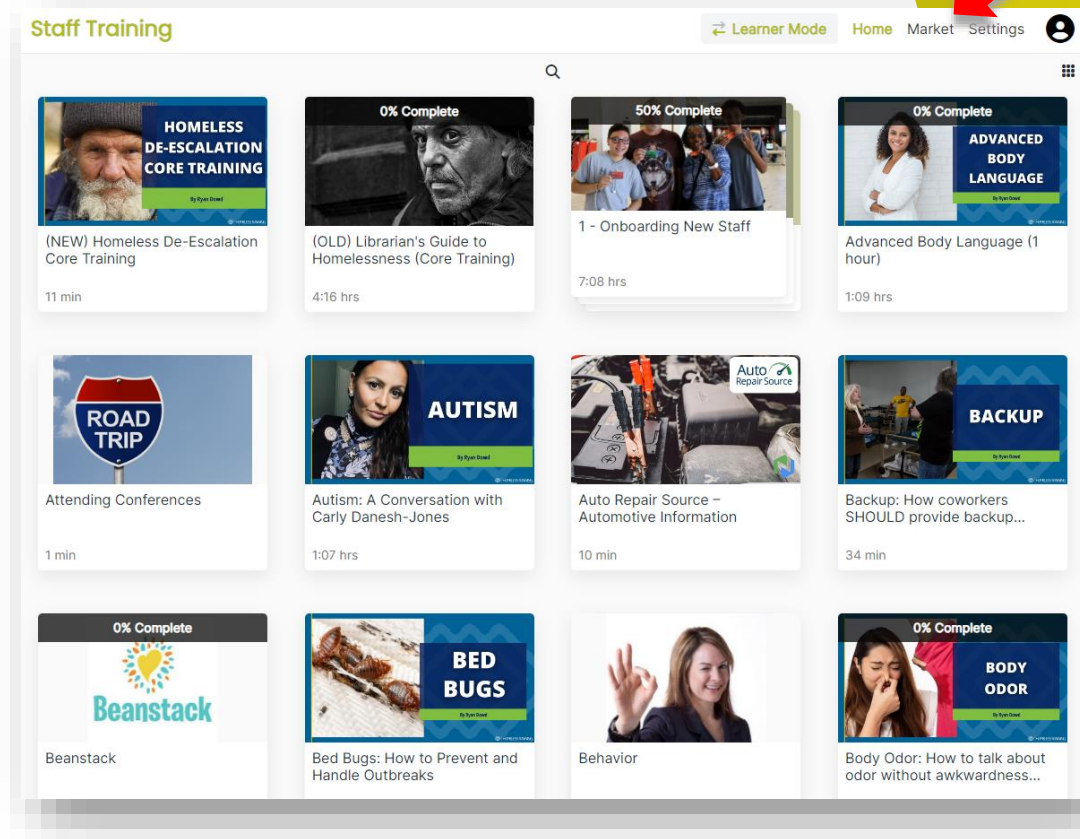
## STAFF



# THREE SERVICE POINTS

## STAFF

Create training tutorials  
for staff to access  
anywhere/anytime



The screenshot shows a 'Staff Training' dashboard interface. At the top, there are navigation links for 'Learner Mode', 'Home', 'Market', and 'Settings'. A red arrow points to the 'Settings' link. The dashboard displays a grid of training modules, each with a thumbnail image, a title, a completion percentage, and a duration. The modules are:

- HOMELESS DE-ESCALATION CORE TRAINING**: (NEW) Homeless De-Escalation Core Training, 11 min, 0% Complete.
- LIBRARIAN'S GUIDE TO HOMELESSNESS (CORE TRAINING)**: (OLD) Librarian's Guide to Homelessness (Core Training), 4:16 hrs, 0% Complete.
- 1 - Onboarding New Staff**: 7:08 hrs, 50% Complete.
- ADVANCED BODY LANGUAGE**: Advanced Body Language (1 hour), 1:09 hrs, 0% Complete.
- ROAD TRIP**: Attending Conferences, 1 min.
- AUTISM**: Autism: A Conversation with Carly Danesh-Jones, 1:07 hrs.
- Auto Repair Source – Automotive Information**: 10 min, Auto Repair Source logo.
- BACKUP**: Backup: How coworkers SHOULD provide backup..., 34 min.
- Beanstack**: 0% Complete.
- BED BUGS**: Bed Bugs: How to Prevent and Handle Outbreaks.
- Behavior**: Behavior.
- BODY ODOR**: Body Odor: How to talk about odor without awkwardness..., 0% Complete.

# 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

Staff Training ▾ Home Market Settings

Market Home Added Shared  Included In Membership

### Addressing Library Anxiety

Niche Academy Academic Libraries | Creator: Niche Academy

By the end of this tutorial, you'll be able to: Describe library anxiety and Respond to patrons experiencing library anxiety

[+ Add](#)

eResources Library Management Leadership Staff Development Diversity, Equity and... Information Literacy Self Care [View all >](#)

#### Most Popular

Libby – eBooks, Audiobooks, and More  
Niche Academy [+ Add](#)

hoopla – Audiobooks, eBooks, Music, and Video  
Niche Academy [X Remove](#)

AncestryLibrary – Access Genealogical Records of...  
Niche Academy [+ Add](#)

cloudLibrary – eBooks and AudioBooks  
Niche Academy [X Remove](#)

Kanopy – Masterpieces  
Niche Academy [X Remove](#)

# 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

The screenshot shows the 'Staff Training' interface. At the top, there are navigation links for 'Home', 'Market', and 'Settings'. Below this is a search bar with the text 'Search by Title, Academy, or Tags'. The main content area displays a grid of tutorial cards. Two cards are highlighted with red boxes: 'A Librarian's Guide to Digital Transformation' and 'Are You Okay with Being "Just Good Enough"?'. Other visible cards include 'Addressing Library Anxiety', 'Secondary Trauma Stress Compassion Fatigue Burnout', 'Building Relationships With Faculty', 'CPL Reference Training: Reference Interview', 'Code of Ethics for New Directors', and 'Code of Ethics - Equitable Service and Access'. Each card features a title, a brief description, the provider's name, and an '+ Add' button. The 'Are You Okay...' card also includes a '\$ Get pricing' button.

Staff Training

Home Market Settings

Market Home Added Shared

Staff Development Search by Title, Academy, or Tags Tutorial

(HCLS U) Using Niche Academy to Deliver Sticky... Howard County Library System... + Add

A Librarian's Guide to Digital Transformation Level360 Insights Academy + Add

A Trauma-Informed Approach for Libraries Niche Academy Library PD + Add

Addressing Bullying for Managers Niche Academy Library PD + Add

Addressing Library Anxiety Niche Academy Academic Libraries + Add

Secondary Trauma Stress Compassion Fatigue Burnout Niche Academy Library PD + Add

Are You Okay with Being "Just Good Enough"? PCI Webinars \$ Get pricing

Basic Book Repairs Niche Academy Library PD + Add

Building Relationships With Faculty + Add

CPL Reference Training: Reference Interview + Add

Code of Ethics for New Directors + Add

Code of Ethics - Equitable Service and Access + Add

# 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

← Staff Training

Home Market Settings

Settings

- General
- Admins
- Teams
- Reusable content
- Integrations
- Marketing
- Widgets
- Reports
  - Usage stats
  - Learner report
  - Tutorial report
  - Shared tutorials
  - Reusable content report
  - Custom report

<input type="checkbox"/>	Learn	Enrolled	Completed	Score	
<input type="checkbox"/>	Al	71	66%	91%	
<input type="checkbox"/>	Al	47	27%	100%	
<input type="checkbox"/>	Al	83	25%	90%	
<input type="checkbox"/>	Al	49	25%	96%	
<input type="checkbox"/>	Al	57	43%	99%	
<input type="checkbox"/>	Ai	99	13%	40%	
<input type="checkbox"/>	Ai	51	31%	97%	
<input type="checkbox"/>	Ai	61	83%	96%	
<input type="checkbox"/>	Ai	46	57%	90%	
<input type="checkbox"/>	Ai	26	91%	82%	
<input type="checkbox"/>	Bi	71	57%	90%	
<input type="checkbox"/>	C	64	90%	97%	
<input type="checkbox"/>	C	33	2%	90%	
<input type="checkbox"/>	C	11	-	0%	
<input type="checkbox"/>	C	46	39%	67%	
<input type="checkbox"/>	C	58	37%	100%	
<input type="checkbox"/>	C	55	54%	96%	
<input type="checkbox"/>	D	57	91%	100%	
<input type="checkbox"/>	D	48	12%	100%	
<input type="checkbox"/>	D	53	26%	96%	
<input type="checkbox"/>	dt	79	99%	95%	



# THREE SERVICE POINTS

## STAFF

Create training tutorials for staff to access anywhere/anytime

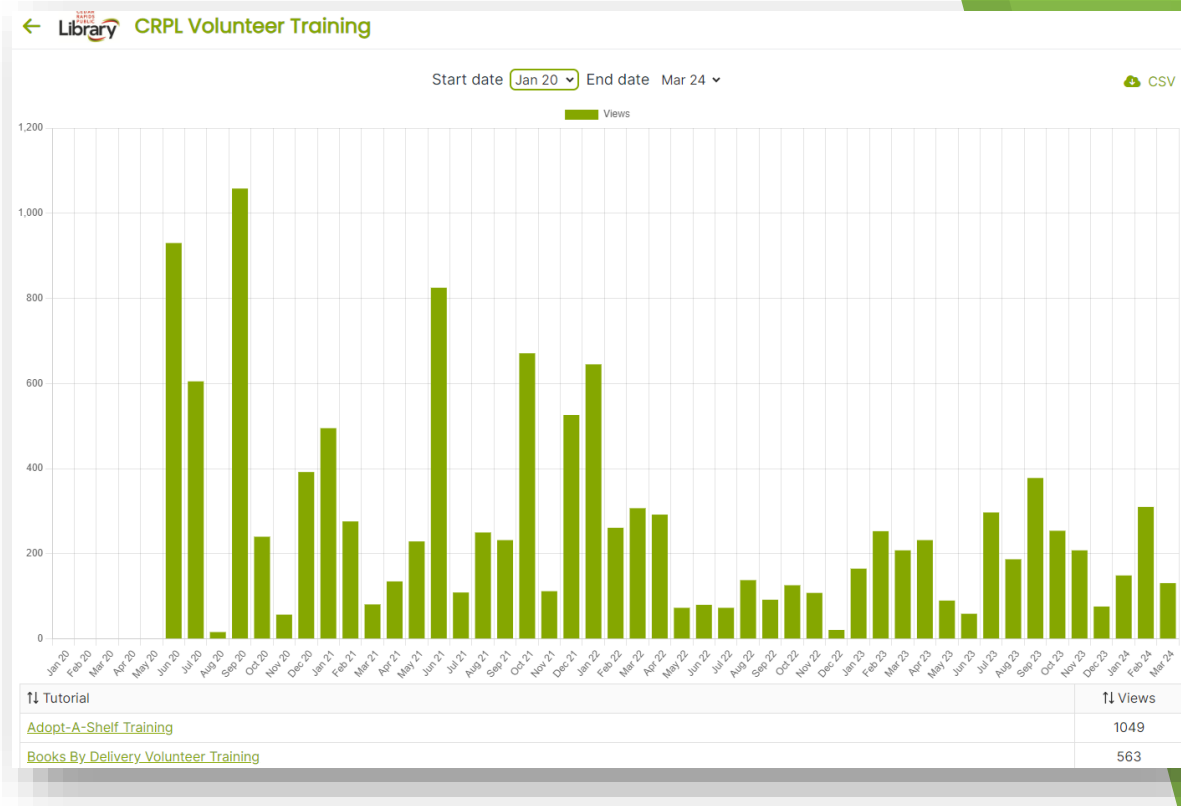
Access Tutorial Marketplace to see tutorials built by NA, other libraries, and vendors – some for free, some with a fee

Review reports for accountability

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

# THREE SERVICE POINTS

## VOLUNTEERS



# THREE SERVICE POINTS

## VOLUNTEERS

Create training tutorials for volunteers to access anywhere/anytime

The screenshot displays the CRPL Volunteer Training website. At the top left is the Cedar Rapids Public Library logo. The main header reads "CRPL Volunteer Training". On the right, there are navigation links for "Learner Mode", "Home", "Market", and "Settings", along with a user profile icon. A search icon is centered below the header. The page features five training modules, each with a completion percentage and a thumbnail image:

- 62% Complete:** Holds Hunter Training. The thumbnail shows a group of people and a quote: "I really appreciate all the hard work of Holds Hunters. They are amazing and make the Library literally run by delivering materials to our patrons." - LIBRARY STAFF, NATIONAL VOLUNTEER WEEK 2020.
- 94% Complete:** Closed Captioning - Training. The thumbnail features the Creative Commons (CC) logo.
- 73% Complete:** Adopt-A-Shelf Training. The thumbnail shows the Cedar Rapids Public Library logo and a red and blue curved graphic.
- 95% Complete:** Books By Delivery Volunteer Training. The thumbnail shows an elderly woman reading a book.
- 78% Complete:** Orientation 1 - Welcome to the Library. The thumbnail has a green and white background with the text "New Volunteer Orientation" and "Welcome to the team!".

# THREE SERVICE POINTS

## VOLUNTEERS

Create training tutorials for volunteers to access anywhere/anytime

Share tutorials from staff trainings with volunteers

The screenshot displays a 'Staff Training' interface with the following elements:

- Header:** 'Staff Training' title, 'Edit Mode' button, and navigation links for 'Home', 'Market', and 'Settings'.
- Toolbar:** A plus sign (+) for adding content, a list icon, a search icon, and a 'Show all tutorials' toggle.
- Tutorial Cards:**
  - Card 1:** 'Homework HelpNow! powered by brainfuse', 'Brainfuse HelpNow (Tutoring)', 1:29 hrs.
  - Card 2:** 'CEDAR RAPIDS PUBLIC Library', 'Branding and Style Guide', 10 min. A red arrow points to its three-dot menu, which is open, showing options: 'Tutorial settings', 'Upload image', 'Remove image', 'Copy', 'Unpublish', and 'Delete tutorial'.
  - Card 3:** 'BURNOUT & STRESS', 'Burnout and Stress (Updated): Just in case 2021 is as bad as...', 1:21 hrs.

# THREE SERVICE POINTS

## VOLUNTEERS

Create training tutorials for volunteers to access anywhere/anytime

Share tutorials from staff trainings with volunteers

Staff Training

### Tutorial settings

Tutorial name  
Branding and Style Guide Last edited on 3/19/2024, 9:55 AM

- Show tutorial on academy page
- Link text
- Auto calculate and show time
- Share with other academies
  - All academies
  - All academies
  - MLN
  - CRPL Staff
  - Untitled group
  - Untitled group
  - CRPL Volunteer Training**
- Allow others to copy this tutorial
- Enrollment required

Topics Type keywords. Hit E

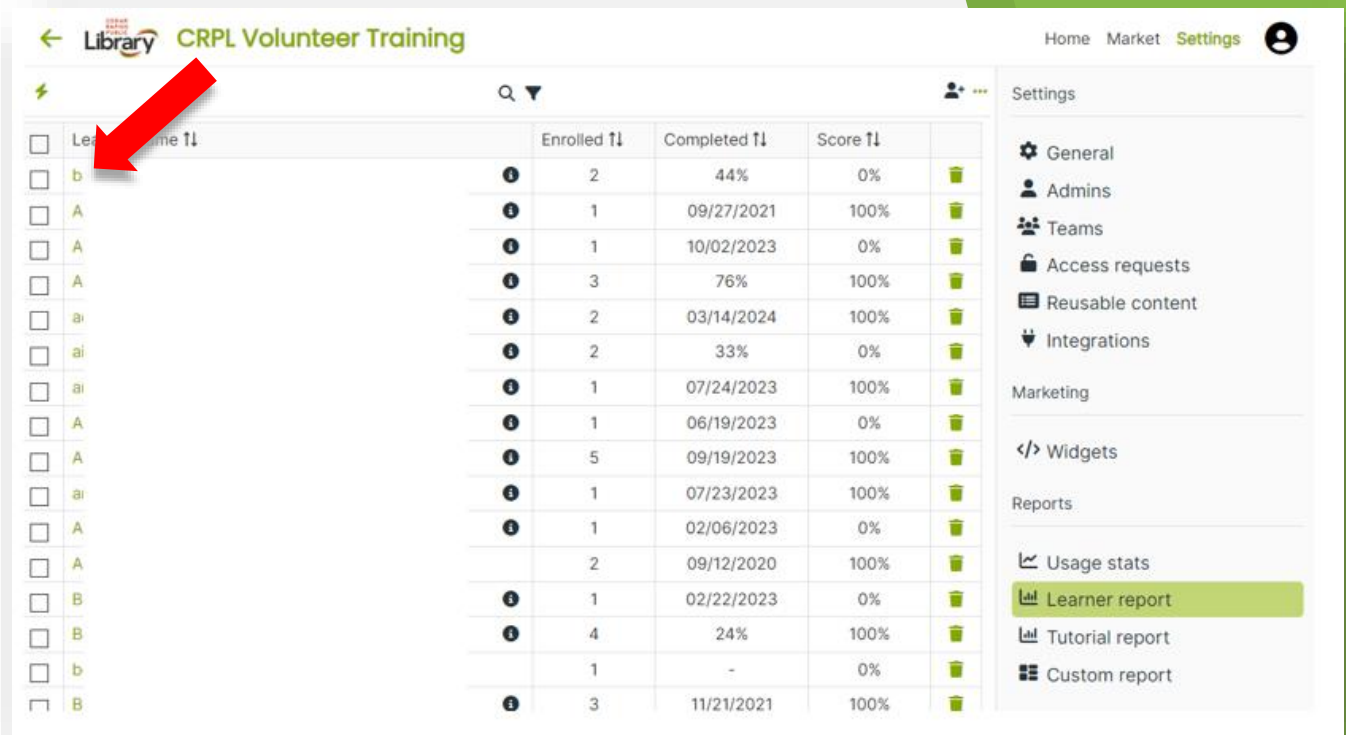
# THREE SERVICE POINTS

## VOLUNTEERS

Create training tutorials for volunteers to access anywhere/anytime

Share tutorials from staff trainings with volunteers

Review reports for accountability



The screenshot displays the 'CRPL Volunteer Training' interface. At the top, there is a navigation bar with a back arrow, the 'Library' logo, and the title 'CRPL Volunteer Training'. On the right side of the navigation bar are links for 'Home', 'Market', and 'Settings', along with a user profile icon. Below the navigation bar is a search icon and a user icon. The main content area features a table with columns for 'Lea...', 'Enrolled', 'Completed', and 'Score'. A red arrow points to the first row of the table. The sidebar on the right contains a 'Settings' menu with options like 'General', 'Admins', 'Teams', 'Access requests', 'Reusable content', and 'Integrations'. Below this is a 'Marketing' section with 'Widgets', and a 'Reports' section with 'Usage stats', 'Learner report' (highlighted), 'Tutorial report', and 'Custom report'.

Lea...	Enrolled	Completed	Score
b	2	44%	0%
A	1	09/27/2021	100%
A	1	10/02/2023	0%
A	3	76%	100%
ai	2	03/14/2024	100%
ai	2	33%	0%
ai	1	07/24/2023	100%
A	1	06/19/2023	0%
A	5	09/19/2023	100%
ai	1	07/23/2023	100%
A	1	02/06/2023	0%
A	2	09/12/2020	100%
B	1	02/22/2023	0%
B	4	24%	100%
b	1	-	0%
B	3	11/21/2021	100%



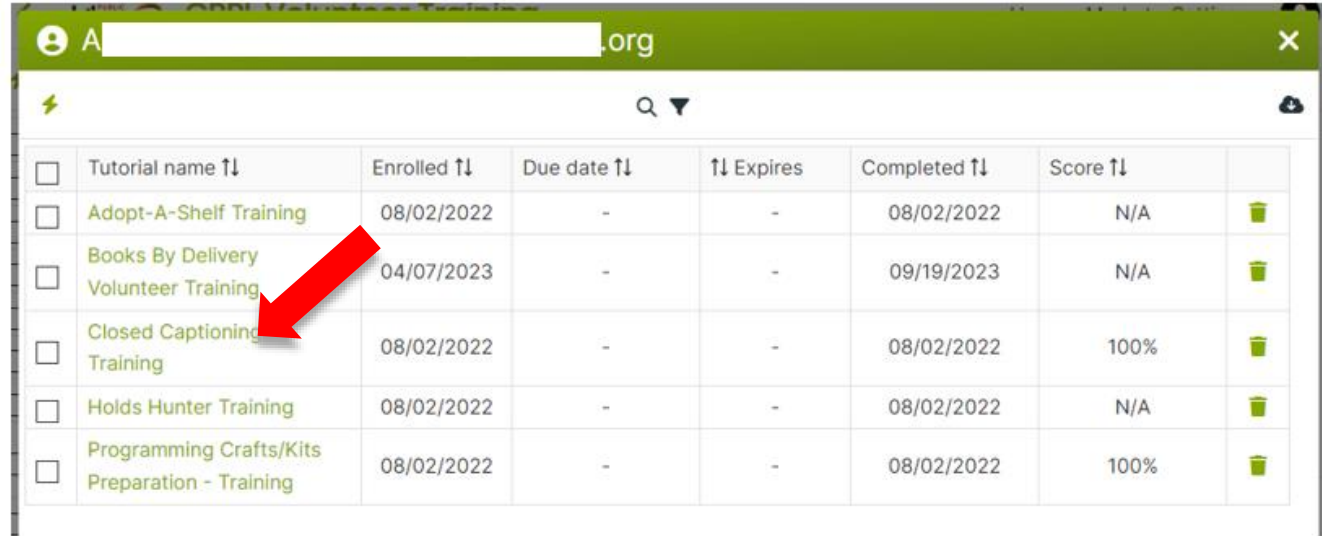
# THREE SERVICE POINTS

## VOLUNTEERS

Create training tutorials for volunteers to access anywhere/anytime

Share tutorials from staff trainings with volunteers

Review reports for accountability



The screenshot shows a web browser window with a search bar and a table of training tutorials. The table has columns for Tutorial name, Enrolled, Due date, Expires, Completed, and Score. A red arrow points to the 'Closed Captioning Training' row.

<input type="checkbox"/>	Tutorial name ↑↓	Enrolled ↑↓	Due date ↑↓	↑↓ Expires	Completed ↑↓	Score ↑↓	
<input type="checkbox"/>	Adopt-A-Shelf Training	08/02/2022	-	-	08/02/2022	N/A	
<input type="checkbox"/>	Books By Delivery Volunteer Training	04/07/2023	-	-	09/19/2023	N/A	
<input type="checkbox"/>	Closed Captioning Training	08/02/2022	-	-	08/02/2022	100%	
<input type="checkbox"/>	Holds Hunter Training	08/02/2022	-	-	08/02/2022	N/A	
<input type="checkbox"/>	Programming Crafts/Kits Preparation - Training	08/02/2022	-	-	08/02/2022	100%	

# THREE SERVICE POINTS

## VOLUNTEERS

Create training tutorials for volunteers to access anywhere/anytime

Share tutorials from staff trainings with volunteers

Review reports for accountability

The screenshot shows a user interface for a training module titled "Closed Captioning - Training". At the top, there is a navigation bar with a back arrow and the title. Below this, a summary row displays "Enrolled: Aug 2, 2022", "Completed: Aug 2, 2022", and "Average score: 100". A list of items follows, including "Amara Training Videos" and "Amara Training Video Quiz (3 out of 3 - 100%)". A section titled "Closed Captioning & Library Style" contains several items, with the last one being a quiz: "Standards in Closed Captioning Quiz (6 out of 6 - 100%)". A red arrow points to the "CORRECT" label for "Question 1 of 6". The question text is "True/False: It is okay to leave incorrect grammar in a caption as long as it does not impact the readability of the message." with radio buttons for "True" (selected) and "False". Below it is "Question 2 of 6" with a "CORRECT" label. On the right side, a "Tutorials" sidebar lists other training modules, with "Closed Captioning - Training" highlighted in green.

# THREE SERVICE POINTS

## VOLUNTEERS

Create training tutorials for volunteers to access anywhere/anytime

Share tutorials from staff trainings with volunteers

Review reports for accountability

The screenshot displays the 'Adopt-A-Shelf Training' interface. At the top, it shows 'Enrolled: 45 Completed: 23 Overdue: 0'. The main content area contains a quiz with three questions. A red box highlights the first two questions and their options. The first question asks what to do with a book found in another area, with options: 'Put it back where it belongs in the Library' (3% correct), 'Leave it on your shelf for someone else to find' (0% correct), and 'Put it on a red cart to be processed by staff or on the sorter' (94% correct). The second question is a true/false question about spraying cleaning product, with options: 'True' (6% correct) and 'False' (94% correct). The third question is a fill-in-the-blank about the amount of cleaning chemicals possible. On the right side, there is a 'Tutorials' list with a search icon and a red arrow pointing to the 'Adopt-A-Shelf Training' tutorial.

**Adopt-A-Shelf Training**

Enrolled: 45 Completed: 23 Overdue: 0

**Question 2 of 5**

Multiple choice: You find a book in your adopted section that belongs in another area of the Library. What should you do with that book?

- 3% (1) - Put it back where it belongs in the Library. ✗
- 0% (0) - Leave it on your shelf for someone else to find. ✗
- 94% (31) - Put it on a red cart to be processed by staff or on the sorter. ✓
- 3% (1) - Give it directly to a staff member to shelve. ✗

**Question 3 of 5**

Multiple choice: **True or False:** You should always spray the Glance cleaning product directly on the shelves.

- 6% (2) - True ✗
- 94% (31) - False ✓

**Question 4 of 5**

**Fill in the Blank:** When cleaning shelves start with the \_\_\_\_\_ amount of cleaning chemicals possible.

(most / least)

**Tutorials**

- Adopt-A-Shelf Training
- Books By Delivery Volunteer Training
- Closed Captioning - Training
- Holds Hunter - Polaris/Leap Lists
- Holds Hunter - Return Training
- Holds Hunter - Return Training - Fall 2021
- Holds Hunter - Return Training - Summer 2021
- Holds Hunter - Tablet Training
- Holds Hunter Training
- Orientation 1 - Welcome to the Library
- Orientation 2 - Volunteer Expectations
- Orientation 3 - Guiding Principles
- Orientation 4 - Working with Staff
- Orientation 5 - Volunteer Logistics
- Programming Crafts/Kits Preparation - Training

# 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>





# DEMONSTRATION:

Cedar Rapids Public Library

# CEDAR RAPIDS PUBLIC LIBRARY

Library CRPL Volunteer Training

Home Market Settings

Settings

<input type="checkbox"/>	Learner name <b>↑</b>	<b>ⓘ</b>	Enrolled <b>↑</b>	Completed <b>↑</b>	Score <b>↑</b>	
<input type="checkbox"/>	b	<b>ⓘ</b>	2	44%	0%	
<input type="checkbox"/>	A	<b>ⓘ</b>	1	09/27/2021	100%	
<input type="checkbox"/>	A	<b>ⓘ</b>	1	10/02/2023	0%	
<input type="checkbox"/>	A	<b>ⓘ</b>	3	76%	100%	
<input type="checkbox"/>	a	<b>ⓘ</b>	2	03/14/2024	100%	
<input type="checkbox"/>	ai	<b>ⓘ</b>	2	33%	0%	
<input type="checkbox"/>	ai	<b>ⓘ</b>	1	07/24/2023	100%	
<input type="checkbox"/>	A	<b>ⓘ</b>	1	06/19/2023	0%	
<input type="checkbox"/>	A	<b>ⓘ</b>	5	09/19/2023	100%	
<input type="checkbox"/>	ai	<b>ⓘ</b>	1	07/23/2023	100%	
<input type="checkbox"/>	A	<b>ⓘ</b>	1	02/06/2023	0%	
<input type="checkbox"/>	A	<b>ⓘ</b>	2	09/12/2020	100%	
<input type="checkbox"/>	B	<b>ⓘ</b>	1	02/22/2023	0%	
<input type="checkbox"/>	B	<b>ⓘ</b>	4	24%	100%	
<input type="checkbox"/>	b	<b>ⓘ</b>	1	-	0%	
<input type="checkbox"/>	B	<b>ⓘ</b>	3	11/21/2021	100%	

Marketing

Widgets

Reports

- Usage stats
- Learner report**
- Tutorial report
- Custom report

# CEDAR RAPIDS PUBLIC LIBRARY

The image shows a software interface for inviting learners. At the top, there is a green header bar with a person icon, the text "Invite learners", and a close button (X). Below the header, there are two buttons: "Invite learners" (with a person icon) and "Allow email domains" (with a globe icon). The "Allow email domains" button is highlighted with a red rectangular box. Below the buttons is a text input field with the placeholder text "Enter comma separated emails". At the bottom left, there is a checkbox labeled "Assign to teams".

# CEDAR RAPIDS PUBLIC LIBRARY

The screenshot shows the 'CRPL Volunteer Training' dashboard. At the top left, there is a back arrow icon and a refresh icon, both highlighted with red arrows. The top right navigation bar includes 'Home', 'Market', 'Settings', and a user profile icon. The main content area features a table with columns for 'Enrolled', 'Completed', and 'Score'. A sidebar on the right contains a 'Settings' menu with options like 'General', 'Admins', 'Teams', 'Access requests', 'Reusable content', and 'Integrations'. Below 'Integrations' are 'Marketing' and 'Reports' sections. The 'Learner report' option under 'Reports' is highlighted in green.

	Enrolled	Completed	Score	
2	44%	0%		
1	09/27/2021	100%		
1	10/02/2023	0%		
3	76%	100%		
2	03/14/2024	100%		
2	33%	0%		
1	07/24/2023	100%		
1	06/19/2023	0%		
5	09/19/2023	100%		
1	07/23/2023	100%		
1	02/06/2023	0%		
2	09/12/2020	100%		
1	02/22/2023	0%		
4	24%	100%		
1	-	0%		
3	11/21/2021	100%		

- General
- Admins
- Teams
- Access requests
- Reusable content
- Integrations
- Marketing
- Widgets
- Reports
  - Usage stats
  - Learner report
  - Tutorial report
  - Custom report

# CEDAR RAPIDS PUBLIC LIBRARY



+ Assign tutorials and pathways ×





🔍 Choose category ▾



































<input type="checkbox"/>	Tutorial name
<input type="checkbox"/>	Adopt-A-Shelf Training
<input type="checkbox"/>	Books By Delivery Volunteer Training
<input type="checkbox"/>	Closed Captioning - Training
<input type="checkbox"/>	Holds Hunter Training
<input type="checkbox"/>	Orientation 1 - Welcome to the Library
<input type="checkbox"/>	Sorter Room Assistant - Return Training - Fall 2021
<input type="checkbox"/>	Sorter Room Assistant - Sorter Computer Training - Fall 2021
<input type="checkbox"/>	This is a test tutorial

<< < 1 > >>

# CEDAR RAPIDS PUBLIC LIBRARY

←  CRPL Volunteer Training Home Market Settings 

    ...

<input type="checkbox"/>	Learner name 		Enrolled 	Completed 	Score 	
<input type="checkbox"/>	<b>User 1</b>		2	44%	0%	
<input type="checkbox"/>	A		1	09/27/2021	100%	
<input type="checkbox"/>	A		1	10/02/2023	0%	
<input type="checkbox"/>	A		3	76%	100%	
<input type="checkbox"/>	ai		2	03/14/2024	100%	
<input type="checkbox"/>	ai		2	33%	0%	
<input type="checkbox"/>	ai		1	07/24/2023	100%	
<input type="checkbox"/>	A		1	06/19/2023	0%	
<input type="checkbox"/>	<b>User 2</b>		5	09/19/2023	100%	
<input type="checkbox"/>	ai		1	07/23/2023	100%	
<input type="checkbox"/>	A		1	02/06/2023	0%	
<input type="checkbox"/>	A		2	09/12/2020	100%	
<input type="checkbox"/>	<b>User 3</b>		1	02/22/2023	0%	
<input type="checkbox"/>	B		4	24%	100%	
<input type="checkbox"/>	b		1	-	0%	
<input type="checkbox"/>	B		3	11/21/2021	100%	

Settings

- General
- Admins
- Teams
- Access requests
- Reusable content
- Integrations

Marketing

</> Widgets

Reports

- Usage stats
- Learner report**
- Tutorial report
- Custom report

# CEDAR RAPIDS PUBLIC LIBRARY

The screenshot shows a user interface for a training course titled "Closed Captioning - Training". The interface includes a header with a user profile icon and a search bar. Below the header, there are navigation arrows and the course title. A summary section displays enrollment and completion dates, and an average score of 100. A list of completed items includes "Amara Training Videos" and a "Standards in Closed Captioning Quiz" which is currently active. The quiz is a True/False question about grammar in captions. A sidebar on the right lists other training modules, with "Closed Captioning - Training" highlighted in green. A red box highlights the active quiz question and its options.

← Closed Captioning - Training

Enrolled: Aug 2, 2022 Completed: Aug 2, 2022 Average score: 100

- Amara Training Videos
- Amara Training Video Quiz (3 out of 3 - 100%)

Closed Captioning & Library Style

- Standards in Closed Captioning
- Example Video - Bad Captions
- Example Video - Good Captions

Standards in Closed Captioning Quiz (6 out of 6 - 100%)

Question 1 of 6 CORRECT

True/False: It is okay to leave incorrect grammar in a caption as long as it does not impact the readability of the message.

True

False

Question 2 of 6 CORRECT

Which of these captions is broken at the correct point?

Tutorials

- Adopt-A-Shelf Training
- Books By Delivery Volunteer Training
- Closed Captioning - Training
- Holds Hunter Training
- Programming Crafts/Kits Preparation - Training

# 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](mailto:linkj@crlibrary.org)



**BIG PICTURE**



# SUCCESSSES & 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

# SUCCESSSES & 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...

# SUCCESSSES & 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!

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