

**CALIFORNIA STATE LIBRARY
LIBRARY SERVICES AND TECHNOLOGY ACT (LSTA)**

**Final Program Narrative Report
(LSTA Form 9)**

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Grant Information

Library Jurisdiction	Upland Public Library
Project Title	Future Force: UPL State Tech & Outreach Training
Grant Award #	40-8298
Grant Period	2013-14
Amount of Grant Award	\$10,000
Amount of Grant Expended	\$9,802
Local Match	
In-Kind	\$12,600
Total Amount of Project (amount expended + match + in-kind)	22,402
Number of Persons Served (should not include total population of service area or potential population to be reached)	24

Project Director


Name	Maria Sunio
Title	Principal Librarian
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E-mail Address	

This report is due on the date listed in the LSTA Grant Guide for this project. Follow this link to view the Grant Guide. <http://www.library.ca.gov/grants/lsta/manage.html>

Email this report in "word format" to lsta@library.ca.gov then mail ORIGINAL and 2 copies to:

California State Library
P.O. Box 942837
Sacramento, CA 94237-0001
Attention: Fiscal Office - LSTA

SIGNATURE:


(Please sign in blue ink)

DATE:

7/30/14

Project Final Report

A final narrative report is required on the use of federal Library Services and Technology Act (LSTA) funds following the completion of a project during each project year. The information you report will be used to complete the California State Library report of how funds were expended. Excerpts from this report may be submitted to the Federal government in their evaluation, or may be published by the State Library or shared with other institutions. Please answer all of the questions thoroughly. Please attach any reproduction copies of photographs of project activities or media produced for the project.

Project Purpose

Include your program purpose statement here

The purpose of this project is to empower staff to assist patrons with their technical questions and to create, develop, and enhance library programs and services, by providing staff with suitable training and instructional materials in survey-identified areas of technological and planning skills.

Project Activities and Methods

How did you accomplish the project? What were the steps involved? How did you engage the target audience?

In July Library Administration, consisting of Community Services Director Roberta Knighten and Principal Librarians Maria Sunio and Shawn Townsend discussed technical core competencies and employee growth with the City of Upland's Senior Human Resources Analyst Tanya Bragg. She instructed us how we may incorporate these goals into our current staff evaluation forms. Library administration also met with Community Services Intern Jennifer Brutus, who presented templates of performance evaluations for limited-service staff (who had no formalized annual review process) and ideas for staff development. In recovery mode from the summer reading program, we held our quarterly Staff Development Day in August, consisting of rejuvenation and creativity exercises.

In December, based on existing surveys, I (the project coordinator) created a pre-survey for staff on technical skills, including a question on their perceived relevance of each skill to their job classification. The pre-survey was designed to identify technical areas for improvement and to identify which staff will become trainers. The self-rated relevance factor was for the benefit of supervisors, in case the employee needed more coaching or correction.

The survey results were shared with supervisors so that we could plan and schedule staff for their training needs. The emphasis was placed on deepening staff knowledge of Microsoft Office products, as these are the office software used by the City and made available to the public and on Polaris. Other staff were allowed to select courses that supported outreach in their areas of expertise, such as children's programming or library graphic design. Because staff wanted to increase their skill levels, the main difficulty was scheduling around staff's personal and other work commitments. The first instructor-led class on February 21 was "Creating Healthy Relationships" with Strength Deployment Inventory, so that staff could learn more about their own leadership strengths and build better work teams toward their project goals. The other two instructor-led classes covered Outlook and Powerpoint on June 6 and Excel on June 13. If they had scheduling conflicts with the on-site classes on Microsoft Products, then staff were allowed to attend classes in these areas at the local California Computers School or a similar online course.

In July, the pre-survey was redesigned for the final survey to include, so that we could assess staff progress in their training. Staff completed the surveys online, and the project coordinator compiled the results.

Project Outputs

What was created for the project and how much? (For instance three promotional brochures were created and 75 copies distributed; or three training classes were designed; two sessions of each were held, and 80 people were trained)

- 18 staff participated in the quarterly Staff Development Day in August.
- 1 skills assessment pre-survey was created based on other libraries' surveys, implementing a job relevance aspect using SurveyMonkey in December.
- 23 staff took the pre-survey on skills assessment in December, which was created with SurveyMonkey.
- Staff have participated in 10 different webinars July through December, 1-5 staff per webinar.
- Staff participated in 8 different webinars, January through June, 1-3 staff per webinar.
- 3 online courses were taken, training 7 people total.
- 4 staff completed the Staff Innovation Fund program in the Inland Library System., with one grant
- Two surveys were created, a pre-survey for skills assessment and a final project outcomes evaluation survey.
- 5 staff are now ready to assume trainer roles.
- Staff participated in at least 42 individual training sessions, not including the more informal cross-training that staff gave each other.
- 3 instructor-led classes were held on site, with an average of 7 staff per class,
- 54 books on computer skills, technical services, and library programming/outreach were added for the staff's professional development. After a year, these titles may be released for public circulation.
- 24 staff completed the project outcomes evaluation survey (results compared to initial skills assessment)

Project Outcomes (if applicable)

Please state the outcomes and the results of your evaluation.

By June 30, 2014, 23 of 24 staff (95%) reported increased skills and increased confidence in assisting the public, after participating in online webinars, online classes, informal cross-training session with other staff, and instructor-led classes.

Staff reported on personal achievements from accomplishing basic computer tasks to becoming surer in their job performance and in their capacity for positive impact on the public. Following are some of the staff's comments on their progress:

"I can build a successful team for planning projects."

"I can apply my skills in a variety of ways and settings."

"I can work with many different programs with a high level of efficiency."

"I can help patrons with most issues."

"I can upgrade in my supervisory skill set and effectively cross train staff."

"I can be more efficient at my job."

"I can use most of the Windows Office programs and use technology to promote my programs."

"I can work other departments in the library."

"I can be a great asset to the library and community."

"I can help people out."

"I know how to download library books onto e-readers."

"I can be a great asset to both the library and the public's needs."

"I can do anything I need to do."

With staff feeling more empowered to help themselves, each other, and the public, then they can work together to serve the public better.

Additional Project Outcomes

Please state any additional intended or unintended outcomes and what data sources you used.

I underestimated the time it would take to construct a survey, even though most of the questions were largely based on existing models. The City Administration's efforts to contract out library services made most staff more eager to participate in training, but some staff who knew they would most likely retire by year's end opted out of training. Staff also took the initiative to train and cross train each other in various tasks and

Anecdotal Information

Tell us a story. Give two or more examples of how the project has helped an individual or group in your community.

On June 23rd, the City Council approved LSSI's contract to manage the Library. All incumbent staff would be given the opportunity to interview for library positions under the LSSI contract. Because we concentrated on individual training in technical skills and/or cross-training across departments, staff were able to speak surely of their skills sets. All incumbent library staff who applied for employment with LSSI were offered jobs. All four of our Library Aides were offered jobs as Library Assistants, which is a promotional step up from their City classification.

Exemplary Project

If you feel your project was exemplary and others could learn from it and replicate it, please tell us why.

I would not say that ours was an exemplary project, but I do believe staff training is a solid investment for any library.

FEEDBACK FOR THE CALIFORNIA STATE LIBRARY ON THE GRANT PROCESS

We want to learn and improve our grant processes. Please let us know what worked and what we could do differently to make it a better experience. Thank you!

I really appreciate that the State Library assigns a grant consultant to each project for guidance and feedback.