

Staff Engagement for Success:

Establishing Digital Literacy as a Core Public Library Service

Pam Ryan
QPLA 2015 Conference

Spread the words.

About EPL

- **One Library, One Staff, One Collection**
- **Community-led**
- **18 branches, 1 eplGO**
- **2 lending machines & 1 epl2GO**
- **\$54 million; 670 staff**
- **878,000 Edmontonians**



**2015 American Library Association (ALA)
*Presidential Citation for Innovative
International Library Project:***

EPL's Digital Literacy as a Core Service model

The Way We Share

**EPL BUSINESS PLAN
2011 - 2013**



STRATEGIC GOALS

How we will get there

OUR COMMUNITY

We strengthen neighbourhoods and communities by creating connections and understanding needs. We go beyond traditional boundaries, fostering collaborative relationships to build relevant and responsive library services.

OUR CUSTOMERS

We are an integral part of the daily lives of all Edmontonians – at every stage of their lives. We know and listen to Edmontonians. Everyone feels comfortable and welcome.

EVOLVING TECHNOLOGIES

We leverage evolving technologies to help Edmontonians connect locally and globally with ideas, information, entertainment and each other – when, where and how they choose.

OPEN SPACES

We create open, safe and inspiring physical and virtual spaces.

A LEARNING CULTURE

We are passionate, engaged and confident in our work. We learn and share knowledge and skills to achieve our potential and beyond. We build our capacity for change by working together.

SERVICE EXCELLENCE

We deliver efficient and effective services with creative, sustainable, diverse and eco-friendly resources and practices.

OUR CUSTOMERS

We are an integral part of the daily lives of all Edmontonians – at every stage of their lives. We know and listen to Edmontonians. Everyone feels comfortable and welcome.

3 OBJECTIVE

Position digital literacy services as a core library service with staff and customers.

STRATEGIES

- Define, expand and promote our digital literacy services and programs (2011-2012)
- Review and implement recommendations of the Technology Training Subcommittee (2011-2012)
- Offer digital literacy programs when and where customers want them (e.g. evening, weekend, online) (2012)
- Develop partners and sponsors for digital literacy services (2013)

DESIRED OUTCOME

- Increase in offerings and attendance at digital literacy programs
- Rating of “Excellent” from 95% of program attendees achieved

A LEARNING CULTURE

We are passionate, engaged and confident in our work. We learn and share knowledge and skills to achieve our potential and beyond. We build our capacity for change by working together.

1

OBJECTIVE

Staff are skilled and enthusiastic in helping customers with technology.

STRATEGIES

- Implement a training model to increase staff skills and confidence in use of technology (2011-2012)
- Champion digital literacy services as core services, incorporating innovative approaches (e.g. recognition, peer coaching) (2011-2013)

DESIRED OUTCOME

- Staff surveys reflect increased comfort levels and competence with technology
- Decrease in referrals to e-Services

EVOLVING TECHNOLOGIES

We leverage evolving technologies to help Edmontonians connect locally and globally with ideas, information, entertainment and each other – when, where and how they choose.

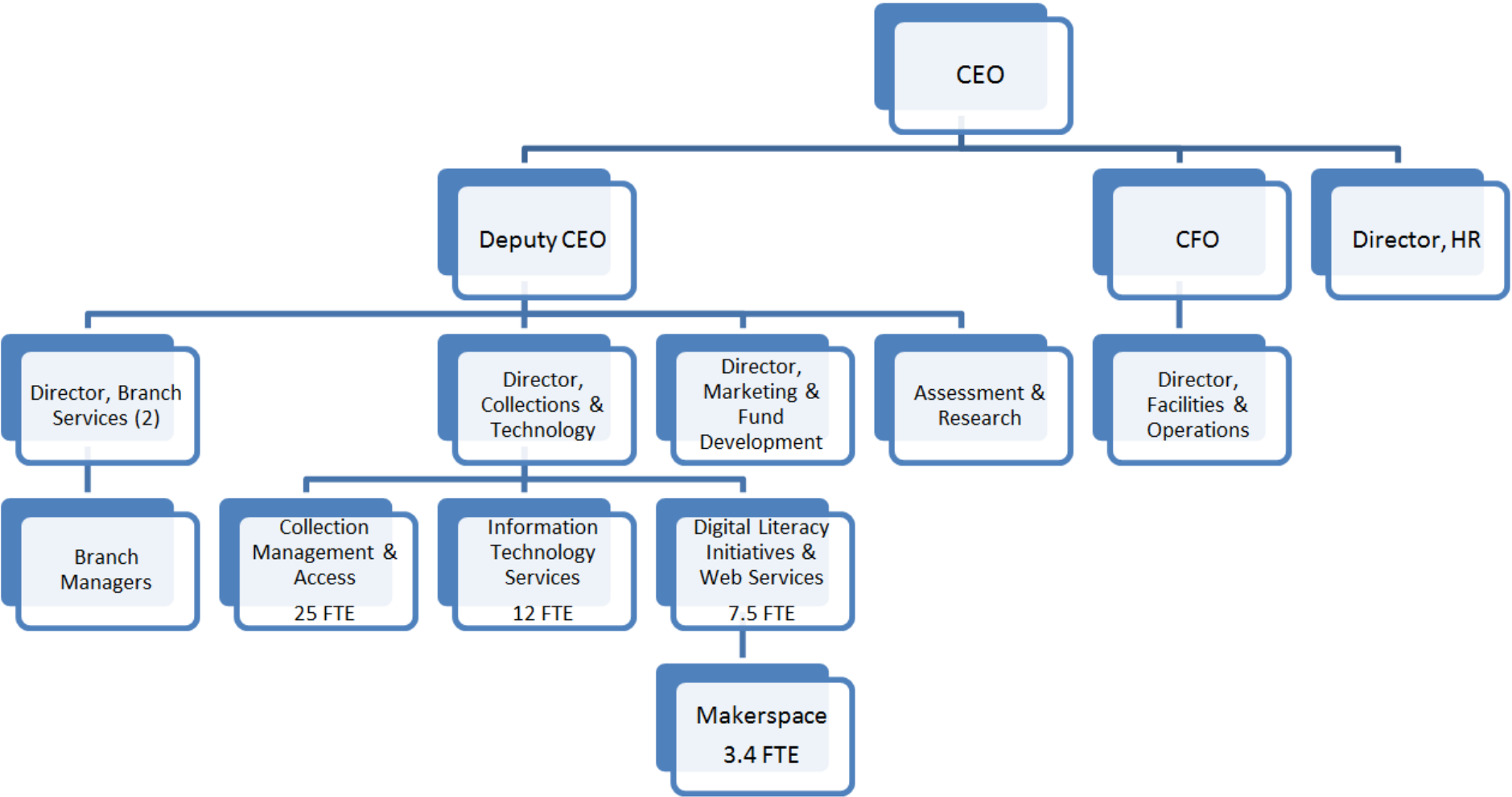
2

OBJECTIVE

EPL is our community's digital workspace.

STRATEGIES

- Create digital learning spaces within and beyond EPL walls (e.g. mobile labs, media labs) (2013)



Digital Literacy Initiatives

Champion digital literacy services

Provide staff with a digital technology sandbox for training and programs

Provide staff with training and support to build their digital literacy skills

Develop and support creation of digital literacy services and programs

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Navigation



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Upcoming events



DISC CS

Discovery Services: Customer Service @ EPL: It's Personal

3 June 2015, 1:30 PM - 5:00

PM (time zone:

America/Edmonton)

FRST AID CPR

Standard First Aid with Heartsaver CPR

4 June 2015, 9:00 AM - 5:00

PM (time zone:

Welcome to the Edmonton Public Library's Learning Management System

Learn about the LMS! Take the Welcome to the LMS Course by clicking on the link below.



Welcome to the Learning Management System (LMS)

Course categories

- ▶ **Circulation & Collections (0)**
- ▶ **Communication & Interpersonal Skills (9)**
- ▶ **Digital Literacy (19)**
- ▶ **Discovery Services (10)**
- ▶ **Diversity & Inclusion (4)**
- ▶ **Health & Safety (2)**

[▼ Collapse all](#)

Tasks



You currently have no tasks

Alerts



Showing 1 of 1



Reminder to complete the Course Feedback for Webinar: Developing Coaching Systems that Drive Results

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Navigation



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Gale Course: Introduction to Windows 8



Gale Course: Introduction to Microsoft Excel 2010



Gale Course: Introduction to Windows 7



Gale Courses: Introduction to Microsoft PowerPoint 2010



Lynda.com Course: GarageBand Essential Training



Lynda.com Course: iMovie for iPad Essential Training



Lynda.com Course: Outlook 2010: Effective Email Management



Lynda.com course: Outlook 2010: Time Management with Calendar and Tasks

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Common Issues

[Wiki Home](#)[Title Index](#)[Edit Article](#)

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

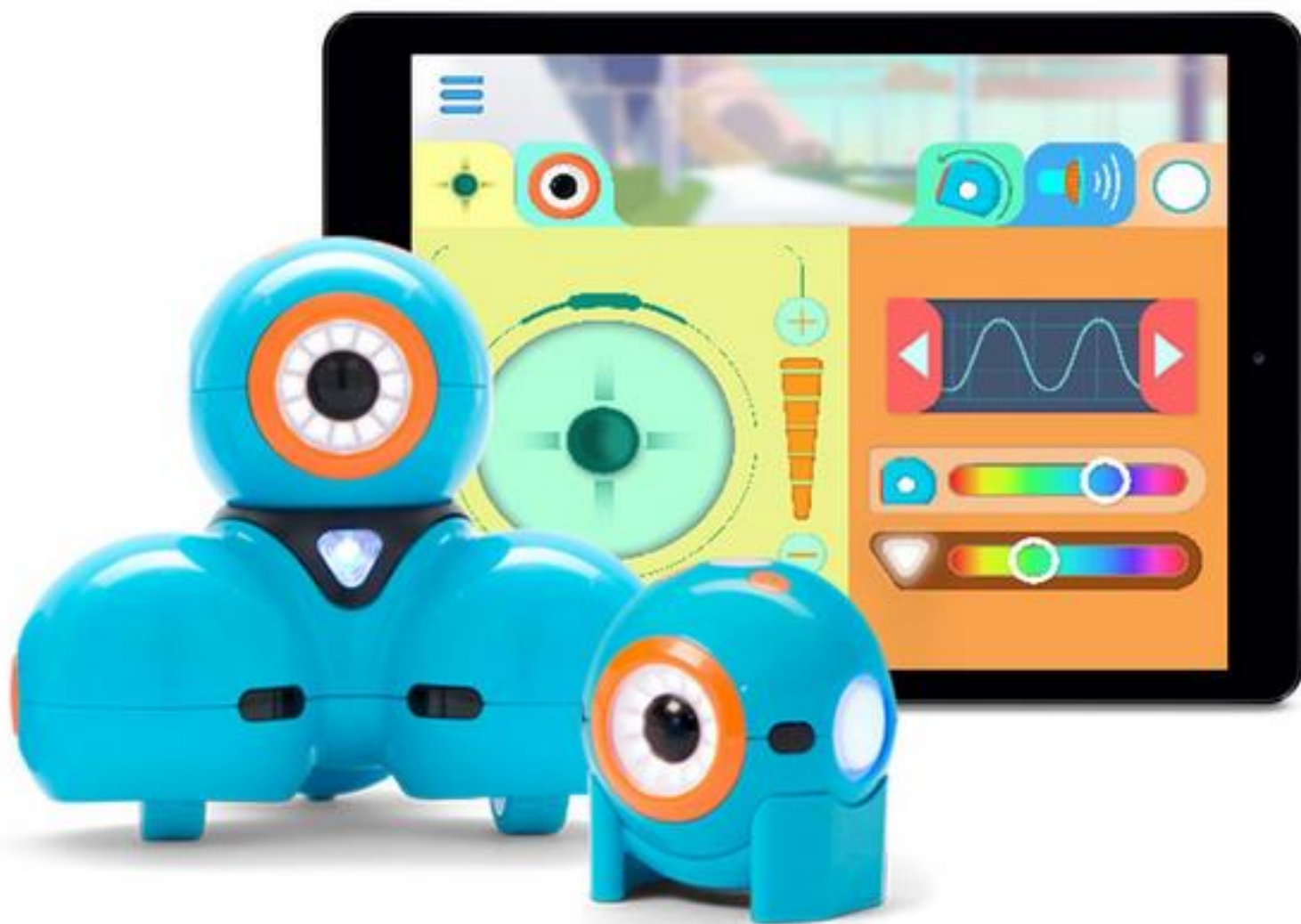
C

[Change the Language on Chromebook back to English](#)
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E

[eBook Crosslist](#)[EPL Reader "Read Now" option - blank page](#)





Discovery Service





Tech Help @ EPL

EPL can help you feel tech savvy! We offer one-on-one time with friendly EPL staff to learn about computer basics, the Internet, email, word processing and social media services like Twitter and Facebook. Learn how to access and play with our eCollection, including eBooks, eReaders, audiobooks, databases, the library catalogue and apps. You're welcome to bring your own tablet, laptop or smartphone or use one of our computers. No need to book an appointment or register. Just come by your local branch, and get ready to have some fun.

[People & Groups](#) > [Departments](#) > [Digital Literacy Initiatives](#) >

Program Plans

Title



[iPad Fun! For Kids \(Plans and Resources\)](#)



[3D Modelling for Minecraft](#)



[Arduino 101 Codebreakers](#)



[Digital Fun - composition and tips.pptx](#)



[Digital Fun - iPhoneography - Customer Handout.docx](#)



[Digital Fun - iPhoneography - Facilitator Handout.docx](#)



[Digital Puppet Mania Program Plan.pdf](#)



[eBooks and eReaders at EPL Program Plan.pdf](#)

3 x **Laptop Kits**
(1 kit = 10
laptops in 2
cases of 5)



Laptop kits contain speedy ultrabooks. They are great for computer instruction, creativity, and Minecraft programs.

Other equipment required: Plan to have a 25ft. extension cable and spare power bars on hand.

3 x **XBox 360**
kits



Xbox 360 kits come with 4 controllers, 1-2 games, Kinect controller, and video cables. Great for gaming programs. Combine with games on shelf at your branch.

1 x **Makey**
Makey Kit (1 kit
= 10 Makey
Makeys)



Makey makey is a USB microcontroller than allows you to create a controller or human-computer interface from any materials that conduct electricity (the sillier, the better). Great demonstration of a simple circuit, very interactive (rec. ages 6 – 14). Check out the [Makey Makey website](#) for tips on getting started and for project ideas.

Other equipment required: a computer with USB ports (e.g., laptop kits)

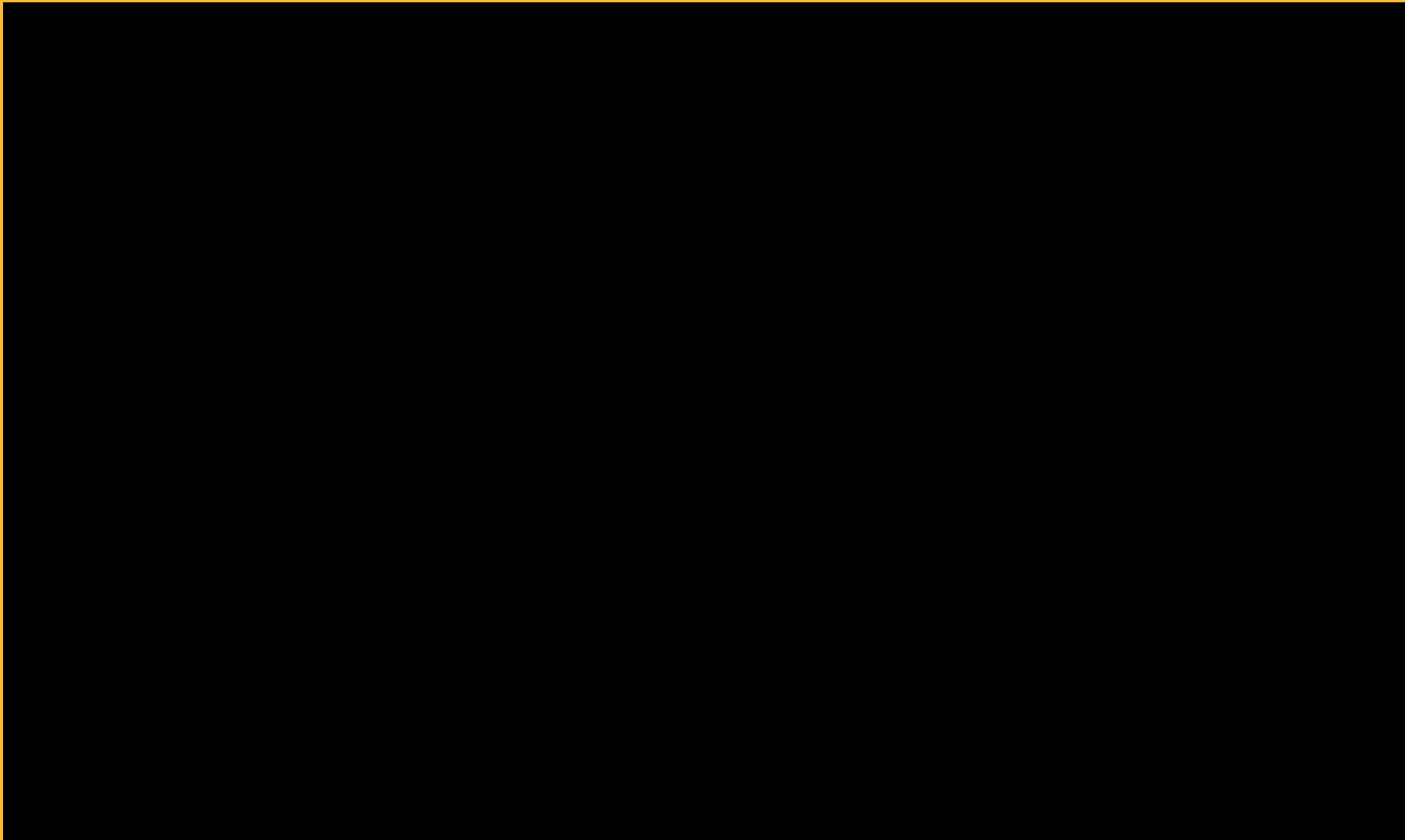
1 x **Little Bits**
Synth Kit (1 kit
= 5 Little Bits
Synth sets)











Available Ask Us

Type here to chat. Press ENTER to send.

[Contact Us](#)

Text us: 780.800.4929

Your Branch

Stanley A. Milner Library

780-496-7000

eLearning

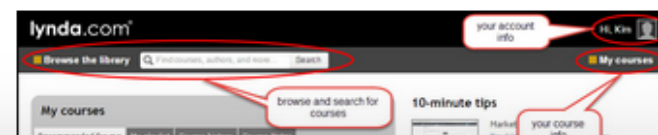
You're One Click Away!

Edmonton Public Library is a place for learning. Attend great programs in our branches, get one on one tech help from our staff, take home a huge variety of resources. We are thrilled to be offering an expanded suite of online learning opportunities for you.

These tools go way beyond electronic reference books and databases and we think you will love them and learn with them. Best news of all - with your EPL card it is all free.

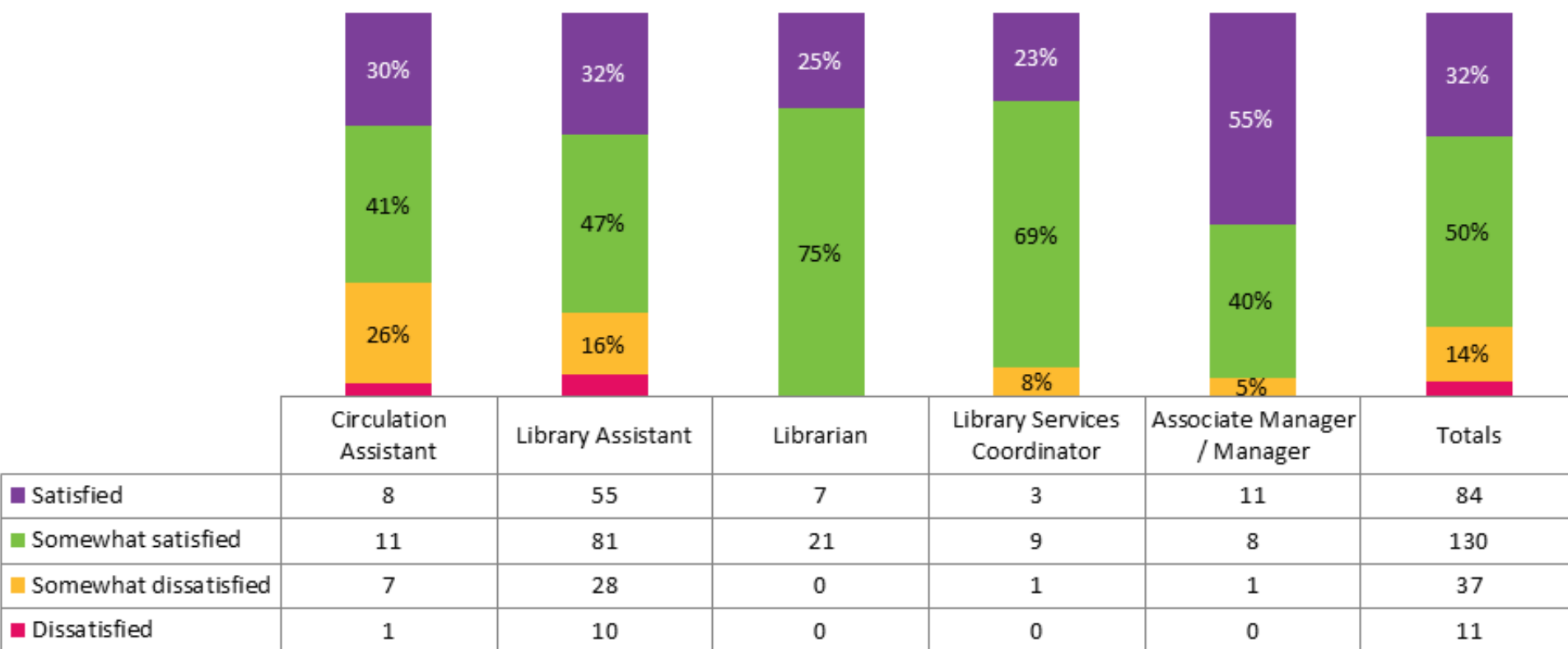
Lynda.com

Online learning library that helps anyone learn business, software, technology, and creative skills from over 3,100



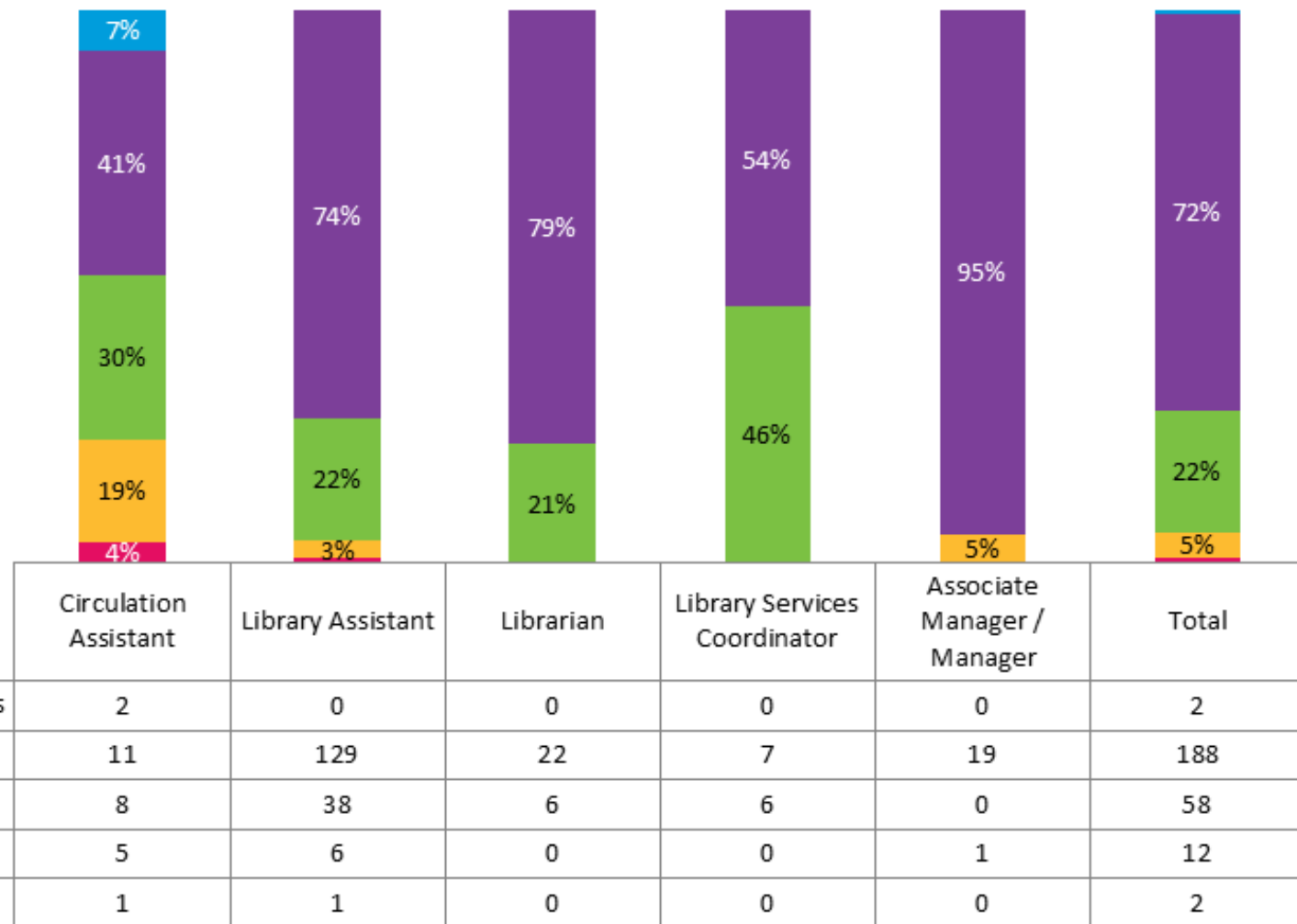
Staff skills - 2014

Overall, how satisfied are you with your current level of digital literacy? (n=262)



Staff confidence - 2014

How confident are you in your ability to improve your digital literacy skills, if needed? (n=262)



The **EPL MAKERSPACE** is now here.

What will you make? The EPL Makerspace is now open on the main floor of the Stanley A. Milner Library. The space is open during regular branch hours, and offers cutting-edge technology and equipment that the public can use to create.

You'll find equipment such as 3-D printers, an Espresso Book Machine, creative workstations (PCs and Macs), gaming consoles, a green screen and the brand new sound booths. Stop in and record your own song or album—the possibilities are endless.

To learn more, visit epl.ca/makerspace.



2014

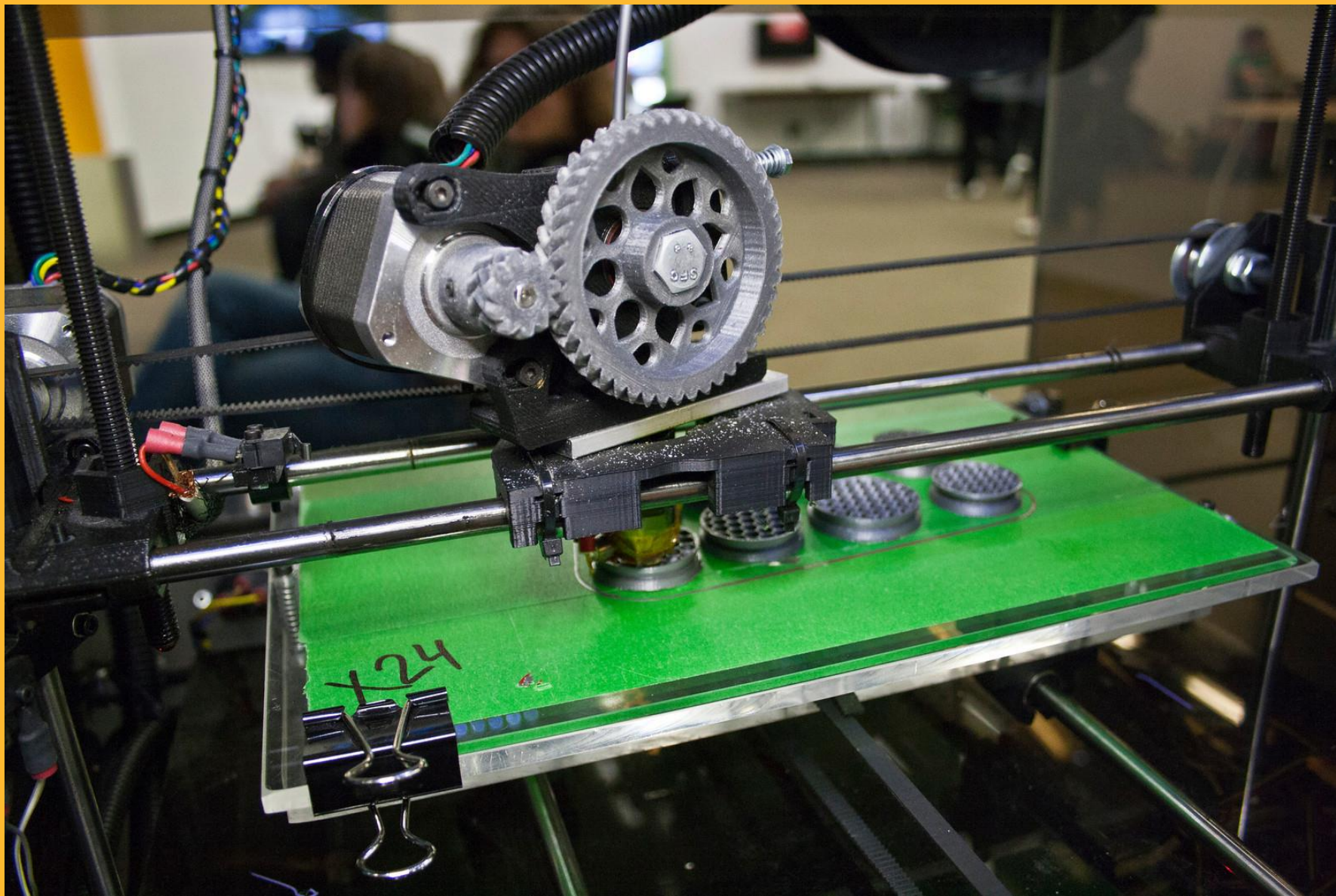
- Branch makerspaces in four new branches (Total 5/19)

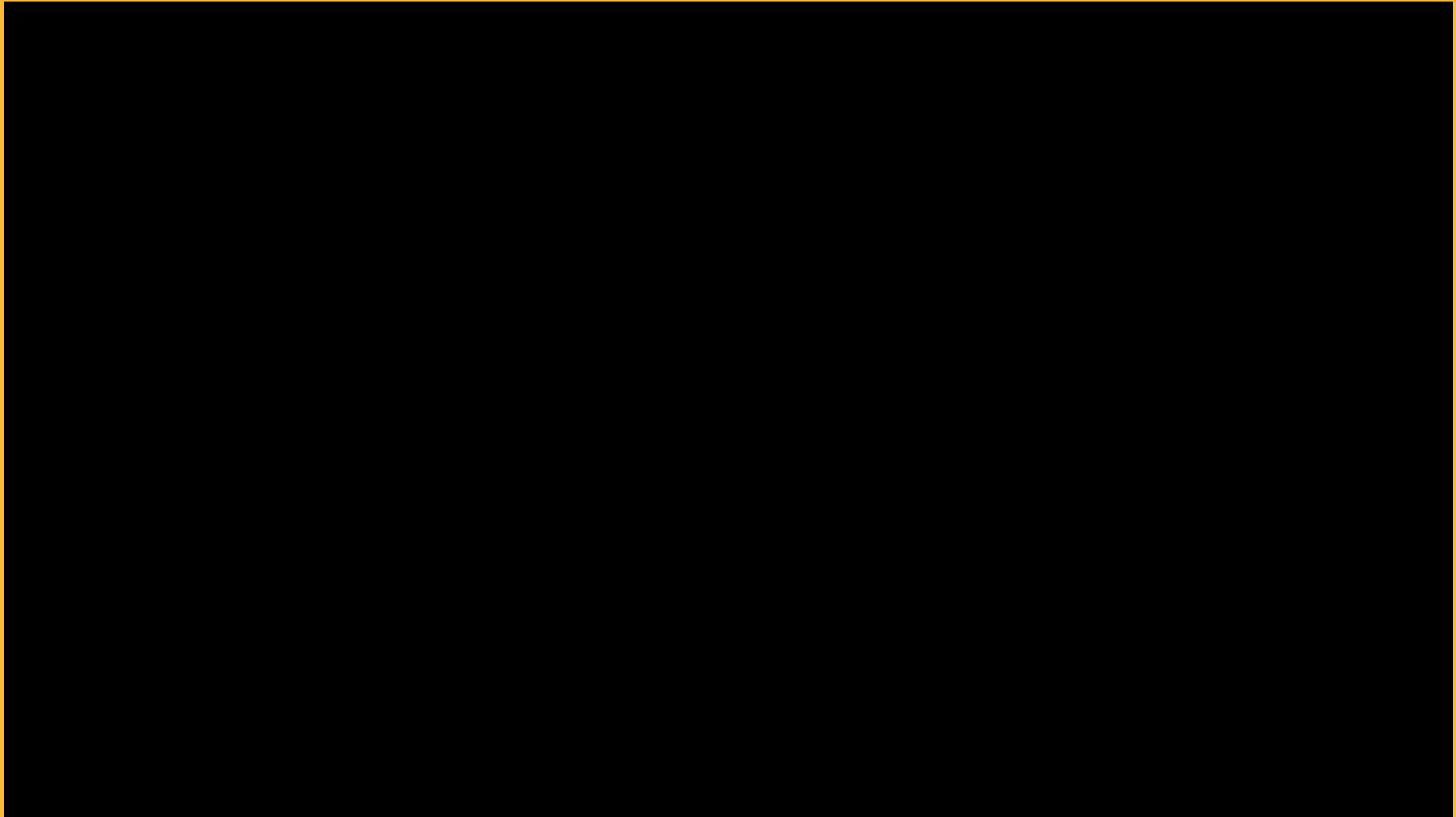
2015

- Branch makerspaces in one more new branch + 3 existing branches + eplGO (Total 10/19)

January
2016

- Branch makerspaces in 4 more existing branches (Total 14/19)









R. O. W. S May 22
My favourite part of the day
was the Maker Space in the EPL.

I liked it because...

- I learned so much of what technology can do such as the 3D Printer. I didn't know what a 3D Printer does before I saw the Maker Space.
- I used to think a lot of those things (like the 3D Printer) were impossible.



City Hall School @CityHallSchool · May 23

Another @EPLdotCA Maker Space fan. I think that'll be a busy place this summer. pic.twitter.com/5GfjnPi5zD

↩ Reply ↻ Retweet ★ Favorite





JUST GETTING STARTED!

2014 – 2018 EPL Strategic Goals

2014 – 2016 EPL Business Plan

ACT AS A CATALYST FOR LEARNING, DISCOVERY AND CREATING:

OBJECTIVE 1:

**WE HAVE FLEXIBLE, MULTIMEDIA, STUDY,
MEETING AND CREATION SPACES.**

ACTIONS:

- Develop community gallery spaces outside of Milner (2015)
- Expand creation technology and services to other service points (2014-16)

fun technology

3-D Printing

In this small group session, we'll cover the basics of 3-D printing. We'll help you get started making your own basic design with the beginner-friendly TinkerCAD 3-D modelling application. Our friendly and knowledgeable staff will share examples of great 3-D prints and tips to create models that will print well.

Stanley A. Milner

Tuesdays:
Jun 9, Jul 7, Aug 4 » 6:30 p.m.
Ages: 12 and up
Register online, in person
or by calling 780-496-7000.

Pop-Up Makerspace

Robot challenges, Makey Makey hacks, DIY music, art and 3-D design are just the beginning at this pop-up maker event. You're invited to drop in, hang out, bring friends, try things and make fun stuff.

Clareview

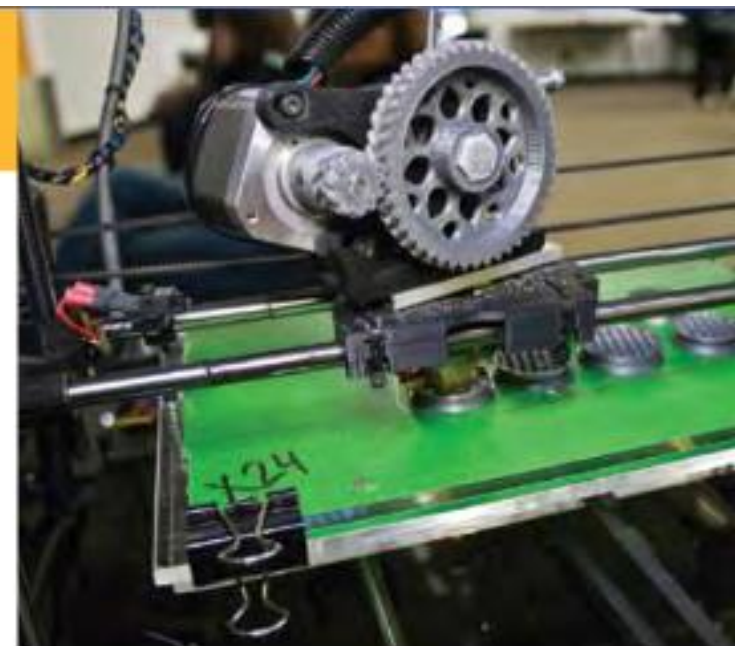
Thursdays: Jun 4–Aug 27 » 3:30 p.m.
Saturdays: Jun 6–Aug 29 » 3 p.m.

Highlands

Thursdays: Jun 4–Aug 27 » 7 p.m.

Jasper Place

Sundays: Jun 7, Jun 21, Jul 12,
Jul 26, Aug 9, Aug 23 » 1:30 p.m.



Meadows

Thursdays: Jun 4–Jun 18 » 3 p.m.
Saturdays: Jun 6, Jun 13 » 3 p.m.
Friday: Jun 26 » 3 p.m.
Friday: Jul 17 » 1:30 p.m.

Mill Woods

Tuesdays: Jun 2–Aug 25 » 4 p.m.











The logo for the City of Edmonton, featuring the word "Edmonton" in a white, sans-serif font. It is positioned on the left side of a large banner, which has a background of glowing blue and green binary code (0s and 1s) on a dark blue field.

Edmonton

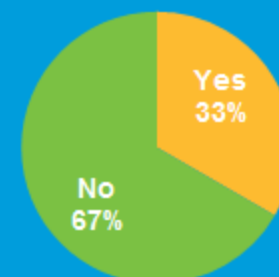
400+ CITY DATASETS.
WIDE OPEN!

data.edmonton.ca





Have you ever attended an event at EPL?



**Just
getting
started!**

4-2013



Pam Ryan

Director, Collections & Technology

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