

# A Change of Plans: Learning Together During a Remote Migration

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# Agenda

- University of Toronto Libraries in context
- Roadshow and the initial training plan
- Lockdown and the pivot to remote training
- From "Learn Together" to "Ask Me Anything"
- Lessons learned

# UTL: Large, Complex and Diverse

- 41 libraries across 3+ campuses, a hospital consortium and other affiliated libraries
- Large variation in size (1-150 staff)
- Some centrally managed, some federated, some fully independent
- Had been using previous ILS since 2002
- How do we reach everybody?

# 2019 plan: Meeting staff where they are

- Fall 2019: Roadshow about LSP and change management
- March 2020: LSP Summit
- Summer 2020: In-person, "Train the Trainer" training
- August 2020: Go Live!

# Lockdown: Everything Changes

# May 2020: Opening the Alma Workshop

- Switch to remote delivery removed enrollment restrictions
- "Getting to Know Alma" certificate: ticket to sandbox
- Live participation and recordings

# Summer 2020: Learn Together

- Weekly offering introducing all staff to some highlights of Alma
- Our first taste of delivering remote instruction...
  - Week 1 – Introduction and Overview
  - Week 2 – Metadata Management
  - Week 3 – Fulfillment and Resource Sharing
  - Week 4 – Reading List Solutions
  - Week 5 – Acquisitions and Electronic Resource Management
  - Week 6 – Finance
  - Week 7 – Analytics
  - Week 8 - Primo

# Fall 2020: Flipped classroom training

- Created an LSP "[course](#)" in the University's learning management system
- 9 sections, 23 initial modules included demo video with accompanying written instructions and exercises; more modules added later
- Each module complemented with synchronous sessions (initial and repeat)



# 2021-present: AMA sessions

- Partly inspired by Reddit's Ask Me Anything Q & A format
- Weekly drop-in sessions on Microsoft Teams, split between User Services (fulfillment, reading lists, discovery) on Tuesdays, and Technical Services (acquisitions and metadata) on Thursdays
- Includes updates, demos and lots of time for Q & A
- Frequency reduced gradually, but these are still going!

# Reopening: Teams chat and documentation

- Had been asked to do a complete retraining when we reopened our buildings (September 2021)
- Robust and living [online documentation/manual](#)
- Between AMAs, just-in-time peer support for patron-facing staff via Microsoft Teams chat

# What did we learn?

- Emotional change management prep helped the transition to remote, in addition to the systems transition
- Communication and training aren't separate
- Benefits and shortcomings of online learning
- Admitting that the "experts" are also learning is helpful

# Thank You!

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