

Library Broadband *Builds*

NEBRASKA COMMUNITIES

BILL & MELINDA
GATES foundation

 Nebraska
Library Commission

 BROADBANDUSA
CONNECTING AMERICA'S COMMUNITIES

Training Hours

Monthly Report Guidance and FAQ

Q: What training activities should I be including on my LBBNC monthly report?

A: Training activities that should be reported include events hosted by your library for both customers and staff, one that your staff attends at another location, or a webinar viewed online by staff.

- Customer training:
 - Must be scheduled
 - Must be advertised – (This may include formal media outreach or simply a sign-up sheet posted in the library.)
 - Must be open to the public
 - Online or On-site
 - Group or One-on-one sessions - (Do not count one-on-one sessions that were not scheduled ahead of time.)
- Staff training:
 - On-site or off-site

On your report, for each event, list the name of the event, the name of the agency or organization conducting the event, the date of the event, the number of participants expected to attend, the length of the event in hours, and the actual number of participants.

When applicable, include the advertisement notice that states the date, time, and place of the event. Include attendance documentation. For one-on-one sessions, include a sign-up sheet or other similar appointment tracking documentation. (Even if you do not have documentation, please still report the training activity.)

If you are unsure if you should report a particular training, please contact NLC.

Q: What are some examples of training events?

A: Basic computer/internet instruction, specific program training (Word, PowerPoint, Excel), sessions presented by partner agencies (Dept. of Labor, Center for Rural Affairs), ADA equipment instruction, webinars, instruction to staff/public on how to use software or websites. Training does not need to be completed on an LBBNC funded computer workstation. Training does not necessarily need to be computer-related, relevant training could be in many subject areas. Basket weaving may be an example of non-relevant training, however, if websites are used to show images or how to access basket patterns online, the training would become relevant.

Q: Do webinar trainings and basic skills classes count as training events?

A: Yes, as long as the material covered is relevant. If you are unsure about a specific training, please contact the NLC and ask. Most training activities would be considered relevant.

Q: Should I count a training in which someone came in to show how to use nooks or kindles by having users view websites to understand how to download?

A: Yes, it should be reported because learning to use different programs available on the Internet is a relevant topic.

Q: Should I count a training in which an accountant came in to show how to complete tax forms online?

A: Yes, it should be reported because learning to use different programs available on the Internet is a relevant topic.

Q: Can I count webinars that staff watches on the NLC website?

A: Yes.

Q: If staff is taking online training, can it be counted even if it was completed outside of the library?

A: Yes, online staff training counts regardless of where it took place.

Q: Please explain the one-on-one training.

A: One-on-one training should be counted if advertised and scheduled ahead of time. Advertisement may simply be a sign-up sheet at the front desk. Do not count impromptu training when a customer asks for immediate assistance.

Q: Do I count everyone that attends the training?

A: Count all who attend the training as participants which can include library staff who participate. Do not count the trainer or staff that is just assisting with registration etc.

Q: If I am the presenter, should I count my preparation time under training hours?

A: No, preparation time for the trainer does not count as training hours. The only time to be recorded is for the actual training session in which participants are learning.

Q: If volunteers attend or conduct training sessions, can I count their time?

A: Yes, a volunteer may conduct a training session or be a participant in a training session.

Q: I have two staff members through the Experience Works program who get computer training twice per month, with a trainer. Am I correct in thinking these training sessions should be reported?

A: Yes, as long as the material covered is relevant.

Q: Does Nebraska Learns 2.0 count as training?

A: Yes, as long as the material covered is relevant.

Q: What if a staff member is taking an online class that meets once weekly over the course of several months? Would I report time for each relevant month?

A: Yes, please report only the training time during the reporting month.

Q: What kind of documentation should I submit for training events?

A: Copies of sign-in sheets, registration forms, training advertisements, etc. Enough documentation to show when & where a training event was held, how long it lasted, and how many people attended. If you do not have the proper documentation, please still report the training.

Q: If patrons prefer their privacy to having a signup sheet sent in with their name, how do I report the documentation for the training event?

A: If privacy is a factor, you may black-out the name or have them sign in using their initials. We do not need actual names; we just need to know how many people attended.

Q: How do I document the number of people targeted?

A: Email distribution lists, number of flyers posted and mailed, etc. This will probably be an estimate. Do not report

more people targeted than you could accommodate in a class.

If your training room holds 20 people, your number targeted should not exceed 20.

Also, be sure to post your training events on the LBBNC

blog calendar at <http://lbbnc.nebraska.gov>:

The image shows a screenshot of a calendar for August 2012. The calendar is titled "Calendar" and has navigation buttons for "Prev" and "Next". The days of the week are listed at the top: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. The calendar grid shows dates from 1 to 31. Various events are listed in the calendar cells:

- August 1: (Empty)
- August 2: (Empty)
- August 3: (Empty)
- August 4: (Empty)
- August 5: (Empty)
- August 6: (Empty)
- August 7: (Empty)
- August 8: Leona Library Open House
- August 9: (Empty)
- August 10: LBBNC Monthly Report Due, Ogallala Library Open House
- August 11: (Empty)
- August 12: (Empty)
- August 13: Lexington Legal Training
- August 14: Scottsbluff Library Open House
- August 15: Alliance Legal Training, Entrepreneur Library Webinar
- August 16: (Empty)
- August 17: (Empty)
- August 18: (Empty)
- August 19: (Empty)
- August 20: (Empty)
- August 21: Tech Planning Summer Camp 2
- August 22: Tech Planning Summer Camp 2
- August 23: (Empty)
- August 24: Norfolk Library Training, Norfolk Library Open House
- August 25: (Empty)
- August 26: (Empty)
- August 27: (Empty)
- August 28: (Empty)
- August 29: (Empty)
- August 30: (Empty)
- August 31: (Empty)