



Welcome!

**The webinar will begin at
2:00 Eastern/11:00 Pacific**



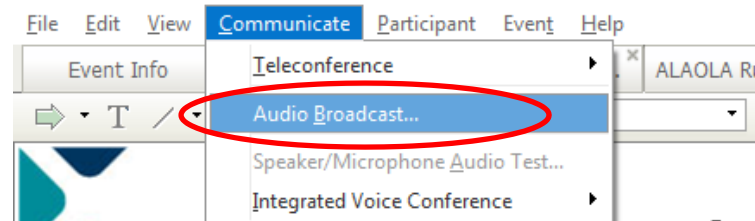
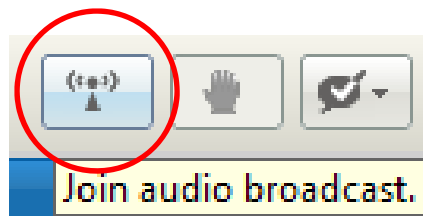
Audio Tips

Today's audio is streaming to your computer's speakers or headphones.

Too loud or soft? Adjust volume level in the Audio broadcast box:



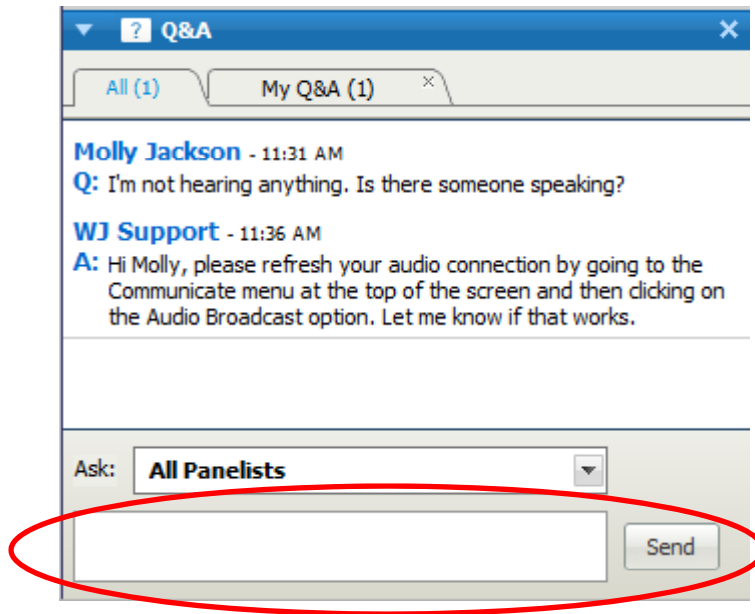
Lost all sound? Hear an echo? Click on the **small radio tower icon** (above chat box) OR go to the **Communicate** menu (at the top of the screen) and select **Audio Broadcast** to refresh your connection.





Need Help?

Please post **technical support questions** into the **Q&A Panel**.



Step 1: Type the problem in the **dialog box**.

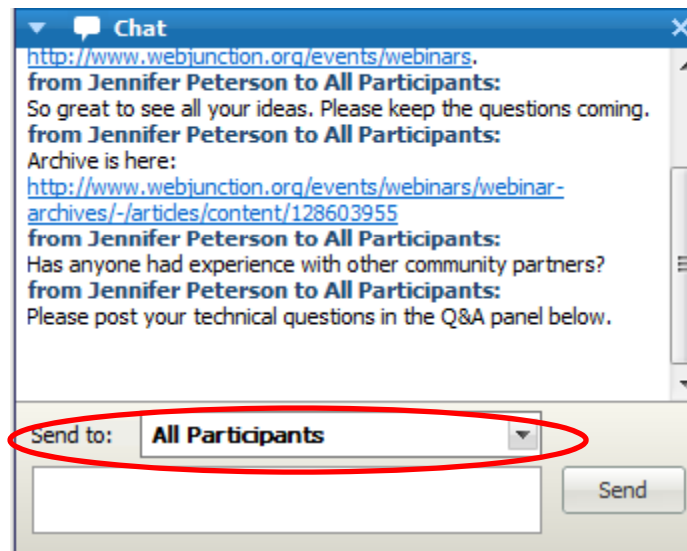
Step 2: Click **Send**.



Chat Etiquette

Use **Chat** to talk with attendees and presenters about the topic.

Do not post technical questions to Chat.



And if you're tweeting, use this hashtag: **#wjwebinar** and include **@TechSoup4Libs @RuralLibAssoc**



Customize your experience

Panels can be opened or closed by clicking on the panel name at the top of the column, or by using the X in the individual panel.

Hover over edge of panels to drag and resize.



The screenshot displays a webinar interface with two main panels: 'Participants' and 'Chat'. The 'Participants' panel is at the top, showing 'Participants: 4' and 'Speaking: Jennifer Peterson (Host)'. Below this, it lists 'Panelists: 3' (Jennifer Peterson (Host), Susan Pieper, Marci Merola) and 'Attendees: 1 (1 displayed)'. The 'Chat' panel is at the bottom, showing a message from 'WJ Support to All Participants' with a 'Send' button. A red circle highlights the close button (X) on the Participants panel header, and a red arrow points to it from above. Another red arrow points to the right edge of the Chat panel header from the text 'Hover over edge of panels to drag and resize.'



Closed Captioning is available

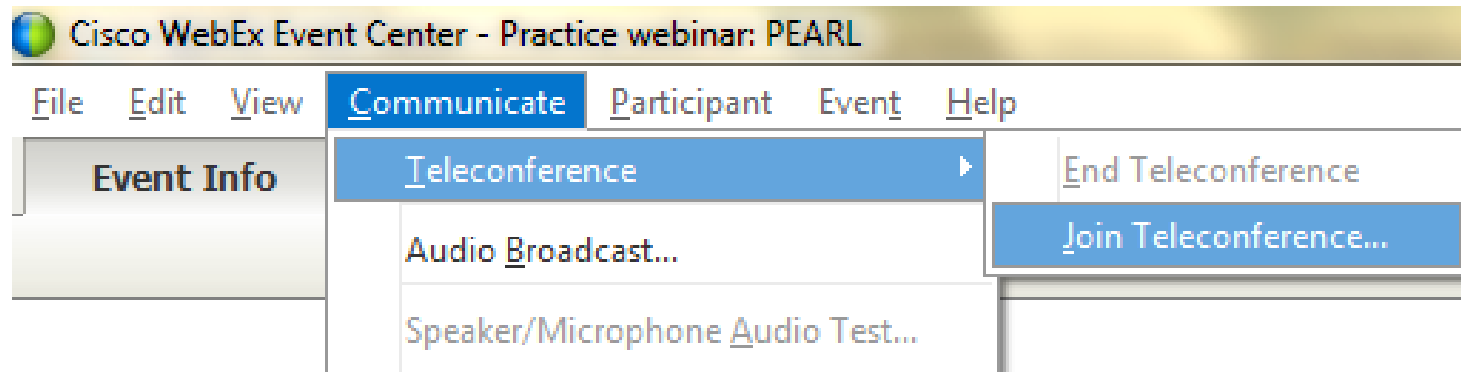
- Open **Media Viewer** from Panel options.
- Adjust **font**.
- Select **Show/Hide Header**.

The screenshot displays the 'Media Viewer' window. At the top, the title bar says 'Media Viewer'. Below it, the text reads 'You are connected to event: WebJunctionTest'. There are three settings: 'Themes:' with a dropdown set to 'Default', 'Font Size:' with a dropdown set to '14', and 'Font Fa:' with a dropdown set to 'Arial'. A list of font sizes (14, 18, 24, 30, 36, 42, 48, 54, 60, 72, 84, 96) is open next to the 'Font Size:' dropdown. At the bottom right, there is a 'Show/Hide Header' button. The footer contains 'Copyright © 2010'.



Telephone Access

If you not able to listen via your computer, you may join by phone.



Step 1: At top left corner, select

Communicate > Teleconference >Join Teleconference.

Step 2: Call the toll-free number provided.

Step 3: Enter the **Access Code** provided.



Remember to post to **Q&A panel** if you need technical assistance.

Other Technical problems?

Contact WebEx support

Event Number: 717 154 228

Phone: 1-866-229-3239



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Connecticut State Library

Florida Department of State's Division of
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Georgia Public Library Service

Idaho Commission for Libraries

Illinois State Library

Indiana State Library

State Library of **Kansas**

Maine State Library

Minnesota State Library Agency & Minitex

Mississippi Library Commission

Missouri State Library

Montana State Library

State Library of **North Carolina**

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Today's Presenters



Stephanie Gerding
Consultant,
TechSoup for Libraries



Brenda Hough
Consultant,
TechSoup for Libraries



Wendy Street
Director, Pella Public
Library, Iowa



techsoup[®]
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**Edge: Where people
connect, communities achieve**

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Support Patron Learning in **Small Spaces** with **Small Budgets**

Pella, Iowa

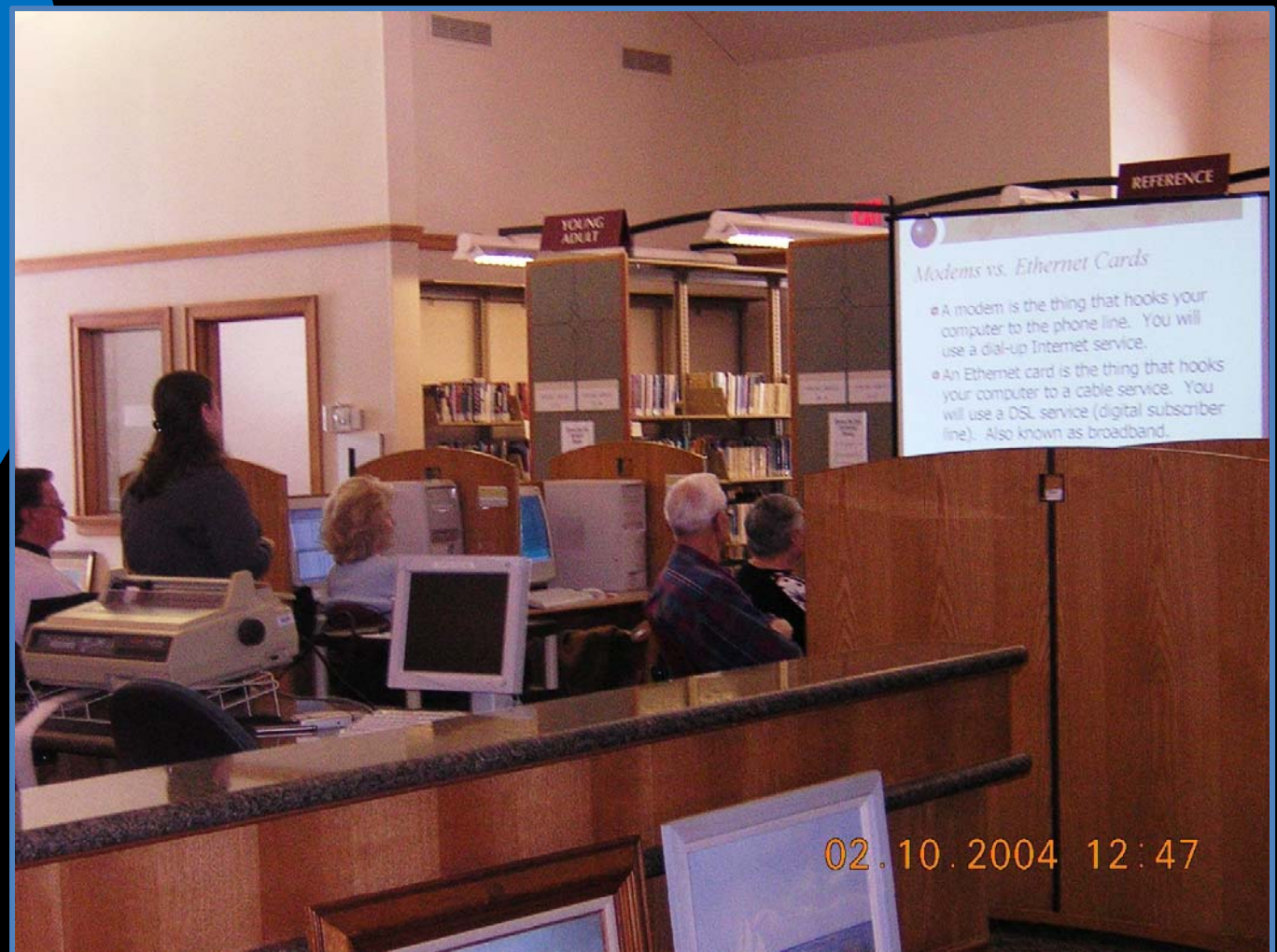


Computer classes

- On public access computers
- On laptops in a lab
- On laptops in a meeting room

Computer classes

- On public access computers
- On laptops in a lab
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Computer classes

- On public access computers
- On laptops in a lab
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Individual instruction time

Computer classes

- On public access computers
- On laptops in a lab
- On laptops in a meeting room

Individual instruction time

Mobile training

Computer classes

- On public access computers
- On laptops in a lab
- On laptops in a meeting room

Individual instruction time

Mobile training

Online training

Tech Club



Tech Petting Zoo

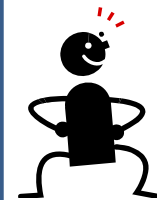
- **Worthington Libraries, OH, Susan Allen**
- **A countywide Tech Help Week**



Training on the Road



Volunteers As tech trainers



**Volunteers
As tech trainers**

Staff

**Community
Partners**



Who can be trainers?

- **Big/Little Buddy tutor system (teen & senior are one example)**
- **Seniors teaching seniors**
- **Community club members**
- **High School Students**
- **Community Rec or other city departments, including tech**
- **Literacy Councils**
- **Community College, University, or Vo-Tech students or interns**
- **Local Businesses**
- **Volunteers Network**
- **Teachers/professional instructors**
- **Current volunteers**
- **Partner with another local library and trade trainers and topics**

Technology Trainer Competencies

Competency Sections:

Technology Skills:	Applying knowledge of 21st century literacy skills, being prepared to answer technology questions, and adapting to the limitations of library computing.
Adult Learning Environment:	Creating the unique environment in which adult learners are involved in the learning process, being aware of adult learning theory, and respecting the diverse culture and experience of learners.
Communication Skills:	Using effective communication tools during training and demonstrating patience with learners.
Individual Instructional Skills:	Using effective training techniques for individual instruction, promoting individual practice, and assessing the needs of the learner.
Class Preparation Skills:	Preparing for classroom instruction and seeking opportunities to improve instructional techniques.
Classroom Instructional Delivery Skills:	Using effective classroom training techniques, promoting active learning, adapting instruction to meet the needs of learners, and encouraging individual practice.
Instructional Design Skills:	Applying instructional design principles, establishing goals and objectives, evaluating instructional tools, and developing online trainings.
Planning and Coordinating Skills:	Coordinating instruction using individual and classroom models, conducting needs assessments, and managing instructional resources.
Professional Development Skills:	Recognizing the importance of professional development with regards to technology, instruction, and learning.

Creating **Handouts**

Don't re-invent the wheel!

Resources for Trainers



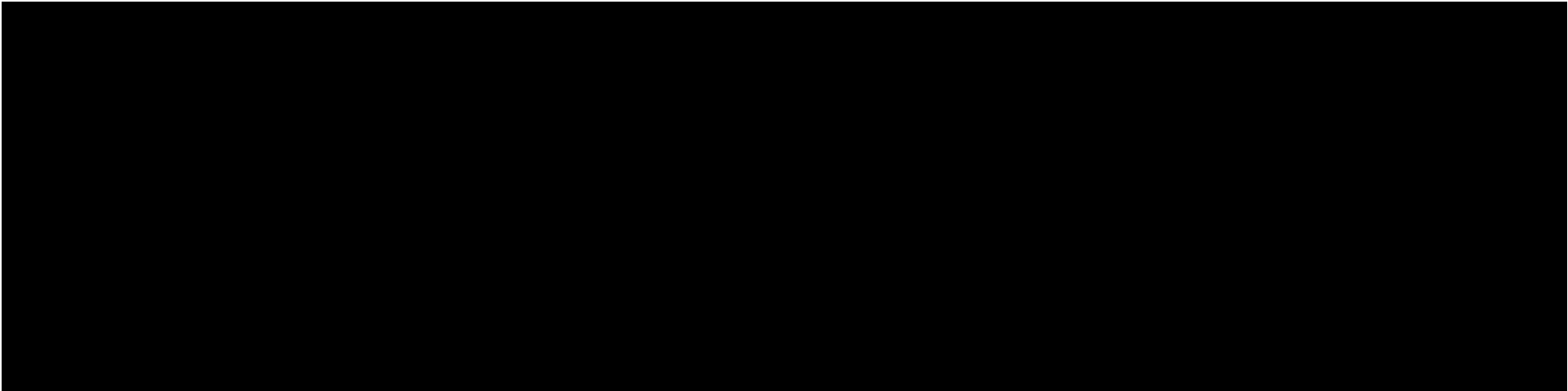


Who attends the training libraries offer?




Who needs training in your community?

New immigrants	Teachers
Older adults	Children
Teens	College students
Tourists/ winter visitors	Parents
Job seekers	20-somethings
Business people	Non-profit organizations



What **topics** are being covered in library training?



What **topics** are being covered in library training?

Poll the audience:
What topics are you offering at your library?

What **topics** are being covered in library training?

Poll the audience:

What topics have you offered... but no one came?

How do you **market** the library's
technology training?

If you build it...



- Library Newsletter
- Training Information on website
- Displays; Signs on the library book shelves
- Local Newspaper; community weeklies
- Direct Mail (some public utilities will include notices for free with bills)
- Posters outside of the library
- Flyers given at check-out at businesses and in the library
- Press Releases
- Public Services Announcements
- **BELL/WHITTINGTON PUBLIC LIBRARY, PORTLAND, TX** “Seniors in Cyberspace” program held in partnership with senior centers and other community sites such as the local Dairy Queen restaurants.



How can **partnerships** enhance the tech training a library is able to offer?



Partnerships & Funding

“Write as many grants as you can. You need money to jumpstart initiatives that aren't covered in your regular budget.”



One-to-one tech training **on the fly**

What's on the tech training **horizon?**

Albany Public Library Teens

ACPL E-Book iPad



4:01 / 4:10



YouTube





What is your advice for someone who is just **getting started?** What's the first step? Where do you begin?





Questions? **Suggestions?**





Thank you

for your participation in today's session!

