

# Chapter

# 14

## MEET YOUR TECHNOLOGY NEEDS

**PURPOSE** *To assess the technology you have, what you need and how to manage it.*

*While entire books have been written on this subject, this toolkit contains enough information to help you get started.*

Note: Portions of this section have been graciously provided by NPower, [www.npower.org](http://www.npower.org), and Tech Soup, [www.techsoup.org](http://www.techsoup.org).

### In this Chapter

CHOOSE BETWEEN VOLUNTEER AND PAID ASSISTANCE

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CONSIDER HIRING A TECHNOLOGY CONSULTANT

CONDUCT REGULAR MAINTENANCE

## CHOOSE BETWEEN VOLUNTEER AND PAID ASSISTANCE

ongoing

TIME INVOLVED:

**PURPOSE** *To determine if you should use volunteers or paid assistance.*



### HELPFUL HINT

**For ideas on building a volunteer network,** see the “Build a Volunteer Network” chapter on page 31.

Volunteers can be wonderful sources of technology support. Before you bring on a volunteer, however, address which of your technology needs are suited to a volunteer project and which would be better met by a consultant or a system administrator. A mismatch between the project and the kind of assistance you seek can waste time and resources for everyone concerned.

#### **Step 1 — Decide if your need is short-term or ongoing.**

A volunteer is usually best used as a short-term solution for a short-term need. For regular maintenance issues, a system administrator or a contract with a consulting firm is a better choice. Volunteers’ schedules are often varied, so it’s best not to count on a longer commitment than a few hours a week. It’s wonderful if a volunteer decides to continue on, but that shouldn’t be part of the initial plan.

Some libraries find that if they have more than 15 computers, they need to hire a part-time or full-time system administrator or contract with a consulting firm to do regular maintenance. Volunteers can still be useful on specific tasks, but they should not be a substitute for consistent, ongoing support from a trained staff person or regular contractor.

#### **Step 2 — Determine if your project is urgent and/or mission-critical.**

If your project is urgent, it’s best to hire a consultant or a system administrator. A crucial and time-sensitive task puts too much pressure on a volunteer. From your perspective, a volunteer gives you no guarantees. Without a guaranteed commitment, it’s harder to meet tight deadlines and ensure high quality work on a critical project.

However, if you are more flexible on the timeline for the project, a volunteer may fill your need. If you need training on how to use your database to generate reports for a grant deadline six months from now, a volunteer might be perfect for the task. If, however, you need someone to repair your database so that you can access contact information about your patrons, you should probably hire a consultant.

***Step 3 — Determine your potential budget.***

A volunteer is a low-cost, immediate solution. If you need a consultant or system administrator, however, you may be able to raise the money for it, especially if it is a convincing part of your technology plan.

***Step 4 — Determine if your project is limited in scope.***

Essential features of a volunteer project are that you can break it down into specific, achievable tasks and that you can see a definite end in sight. The project should be a small part of the overall technology plan for your library.

For instance, the maintenance of most Web sites now requires a greater time commitment and follow-up than it is advisable to expect of a volunteer. You don't want to be stuck with an outdated Web site because no one on staff has the time or skill to do the updating and the volunteer has moved on to other things.

Volunteers have been most successful with very simple library Web sites that are not interactive or time-sensitive but are essentially online brochures. Even if you need to hire a Web developer to create your site, a volunteer might assist with part of the process, such as helping you think through what you want the site to offer and who you want to target.

***Step 5 — Decide what kind of follow-up will be needed.***

Does the project require ongoing maintenance? If so, you may want to hire or dedicate a staff member. For instance, if you ask a volunteer to create a Web site with a page of information about upcoming events, you may be out of luck when the volunteer leaves. You may not have the resources or expertise to update it. If the project requires follow-up that is relatively easy, however, you can ask the volunteer to train a staff member as part of the project.

**PURPOSE** *To use donated resources to help support your public access computing programs.*

### **Step 1 — Outline possible technology projects for volunteers.**

A volunteer's enthusiasm and know-how may be boundless, but he or she will need well-defined guidance from library staff. For the volunteer to be effective, he or she must be given a manageable set of tasks. The work you do defining your project before you enlist a volunteer will help you write a work plan on which you can both agree.

Following are some ideas for technology projects that could be handled by a volunteer:

- **Staff training** — Volunteers can be especially good for one-on-one tutoring, a kind of training that is extremely desirable but not always cost-effective with a consultant. For example, a volunteer could observe a staff person working and then teach him or her to increase efficiency and use applications better. A volunteer may even have the teaching experience necessary to give a full-fledged training to a group of people. When you are screening volunteers to perform training, make sure they have aptitude for and an interest in teaching, not just technical expertise. Ask what teaching experience they have had in the past.
- **Web design** — Creation of a Web site often can be too big a task, with too much follow-up required, to be a successful volunteer project. In a few cases, however, if a library wants a very simple Web site that functions like an online brochure, a volunteer may be able to handle it. A volunteer could help a staff person who already has some knowledge start the project by offering advice about which Web editing programs to use and by providing some training. Volunteers can also be useful with the initial brainstorming and planning phase, when you are thinking through what you want the site to accomplish, who your audience is, and what is feasible for your budget.
- **Troubleshooting hardware and software** — A volunteer can be successful at troubleshooting tasks as long as you are very clear about what the specific prob-



#### HELPFUL HINT

**Many libraries use volunteers to manage their computers.** You can view a sample application from the Kitsap Regional Library in Washington at <http://infotrackers.krl.org/app.htm>.

lems are. For example, you might ask a volunteer to look at a computer that keeps crashing or a printer that sometimes garbles your print jobs. In the long term, however, it is best to make one consistent person, who knows your systems, responsible for troubleshooting.

- **Assessing donated equipment** — If you receive donated equipment, a volunteer could help you assess what you have and what use it can serve.
- **Assessing computers for a memory upgrade** — If you know you need more memory but don't know exactly what that means or how to get it, a volunteer can help assess your computers and then make recommendations for memory upgrades.
- **Installing memory or new peripherals** — A volunteer could install new memory or set up a new printer, scanner or backup system.

### *Step 2 — Find technology volunteers.*

After you have written your volunteer job description, look in your community for volunteers with the necessary technical skills. (See “Build a Volunteer Network” for details, page 31.)



#### **GOOD IDEAS**

**The Blacksburg Library in Blacksburg, Virginia, approached RSVP,** a national volunteer organization for senior citizens, and the local university, Virginia Tech, for volunteer services.

Virginia Tech provides an average of 10 student volunteers each semester to monitor the library's computer lab weekday afternoons when local middle-school students come to use the facility. These volunteers ensure that patrons maintain a low noise level in the lab and also provide assistance whenever needed. Library director Rhonda Moncada notes that when the university students go on semester break, the library asks responsible and mature middle school students to fill in. She says these students do a great job and that the experience is empowering for them.

The library also relies on volunteers from the local chapter of RSVP for various tasks. RSVP volunteers helped the library conduct a survey to determine the community's need for computing services. The senior volunteers distributed copies of the surveys to local service and civic organizations. Survey results indicated that senior citizens have the highest need for computer training. The library plans to capitalize on its partnership with RSVP to reach out to older community members and encourage them to enroll in basic computing classes at the library. For more details, contact the Montgomery Floyd Regional Library System, Blacksburg, Virginia, 540-382-6965.

Here is a partial list of places to start:

- **Corporate volunteer programs.** Many corporations have bulletin boards that list volunteer opportunities. You can find tech-savvy volunteers in most companies, not just in companies that specialize in technology. The Human Resources department is the first place to contact.
- **Schools and community colleges.** Many vocational schools and community colleges will post your volunteer job description in a career center or on a departmental bulletin board. Some professors may announce the opportunity in their classes. Try contacting departments related to technology, such as engineering and computer science.
- **Your colleagues.** Ask other libraries or nonprofits in your community where they go for technical volunteers.
- **Other volunteers.** Often, current volunteers will be the best source for new volunteers. They may know of someone, or they can tell you where to post a job description.
- **Listservs.** More and more, people are using listservs to communicate about community needs and events. Ask around about the listservs people in your community belong to, especially listservs that people with computer skills might be on. Find a person who belongs to the list to post your job description for you.
- **User groups.** User groups are groups that meet either in person or online to discuss different types of hardware and software. Look for them in your local computer newspaper, if you have one, or online. Yahoo's Internet user groups and Yahoo's hardware user groups are good places to start.
- **Newspapers and newsletters.** You can list your volunteer job description free of charge in many neighborhood newspapers, PTA newsletters and other community publications.

### *Step 3 — Choose the right volunteers for you.*

You may be tempted to welcome with open arms the first volunteer who shows up. Remember, you are going to invest time and energy managing the volunteers, and you are going to entrust them with care of your computer systems. It is crucial to screen potential volunteers, even check their references as you would with a consultant.

Some questions to consider when interviewing volunteers include:

- **What skills will the volunteer need to accomplish the task?** Ask about volunteers' previous experience with the technology you want them to work on. Bear in mind that some volunteers can learn skills as they go, especially if they have other technical expertise or are taking a class.

- **Is the volunteer willing to work in a library or nonprofit context?** Many volunteers may be coming from a corporate environment. Ask if the volunteer has any experience working in a library or nonprofit. How was it? If he or she has not worked in that type of environment, explain some of your ways of working, including your budget, staff skill level and library atmosphere. Ask volunteers if they would be comfortable working in an environment with fewer resources. Are they willing to help you reach technology compromises that work and not necessarily recommend the latest, most expensive system?
- **Will the volunteer communicate clearly about the work he or she does?** Can they explain technical issues in a way that you understand? If they use words you don't know, will they define the terms clearly? Are they willing to report back regularly on their progress and document their work?
- **Is the volunteer reliable?** Make sure each volunteer is willing to make a specific time commitment and finish the project before the deadline you give. Checking references is the best way to see if the volunteer is likely to follow through.

## CONSIDER HIRING A TECHNOLOGY STAFF MEMBER

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TIME INVOLVED:

**PURPOSE** *To have a person on staff to maintain your computers.*

You may need to hire a technology staff person, often known as a system administrator, to troubleshoot your computer problems. Depending on the size of your library and the complexity of your technology, a system administrator's job can range from 10 hours per week to full time.

### *Step 1 — Define the position.*

Before you start interviewing, think through how you will structure this position to attract the right person and minimize turnover, since technology staff are so hard to replace.

For many technology people, continued training and chances to keep their technical knowledge up to date are of vital importance. They may be willing to accept library salaries, but they will leave if they feel their technical skills are stagnating. It is vital to budget for regular training opportunities and to provide time to take the training.

It's also important to keep technology staff in the mainstream of the library. It's easy sometimes to isolate the IT staff and not interact unless you have a computer problem. But appreciating the contribution they make to the library's mission — and sharing that appreciation with them on a regular basis — will help you to keep your system staff loyal and involved.

### *Step 2 — Post your job description.*

Places to post a job description include:

- **Colleges, universities and trade schools.** Many libraries have been able to hire computer-literate college students at relatively low rates to become their system administrators. Contact the school's career center and see how job listings are



#### HELPFUL HINT

**Don't let your system administrator be the only person who understands your systems.** If you become too dependent, you could be in for trouble if he or she becomes sick or takes another job. The system administrator should develop full documentation of your library's computer systems and share skills and information routinely with other staff. To keep staff informed, the system administrator can organize general training sessions and share any information that will affect staff who use the computer resources at your library.

posted. Career centers may have online job posting services as well as job binders or bulletin boards.

- **Online nonprofit job boards.** Opportunity NOCs ([www.opportunitynocs.org](http://www.opportunitynocs.org)), Nonprofit Career Network ([www.nonprofitcareer.com](http://www.nonprofitcareer.com)) and Idealist.org's job search page ([www.idealists.org](http://www.idealists.org)) are some sites to check.

### *Tips for working with your system administrators*

Following are the basic responsibilities of a system administrator:

- Staff training and support
- Software installation, maintenance and upgrades
- Hardware installation, maintenance and upgrades
- Research and troubleshooting
- Routine network administration and maintenance
- Network documentation
- Database supervision

If your system administrator also manages your network, he or she should have the following skills:

- Knowledge and experience with the type of network you have
- Knowledge and experience with your office applications
- Knowledge and experience with network software installation and upgrades
- Knowledge and experience with hardware installation and upgrades
- Ability to teach and train others about network use and software skills
- Knowledge and experience with network e-mail

Following are some of the day-to-day support tasks a system administrator should perform:

- Doing backups of your staff's computers and server, if you have one
- Adding and deleting new network users
- Making sure that virus protection software is up-to-date and cleaning any viruses that infect computers
- Training and assisting staff in using their hardware and software efficiently
- Troubleshooting any routine problems that staff cannot fix on their own, such as a problem with the printer or a computer that freezes repeatedly

## CONSIDER HIRING A TECHNOLOGY CONSULTANT

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TIME INVOLVED:

PURPOSE *To hire a consultant for more specialized technology tasks.*

### Step 1 — Find a technology consultant.

Below is a list of ways to hunt down a consultant in your community. Finding the right person is not automatic; in most cases you will have to invest some time and energy into contacting and interviewing prospective consultants to make a good match.

- **Consult your local technical assistance provider.** An organization that provides technology services to nonprofits is probably your best resource for consultants. Most technical assistance providers do consulting themselves. Even if they don't, they are likely to be able to refer you to someone who does.

See “Technical Assistance Providers,” page 157, to find resources in your area.

- **Seek out recommendations.** Which consultants have other libraries in your area used? Ask around among organizations of a similar size and complexity as your own. Find out as much as you can about the consultant, but be sure to decide for yourself which to choose based on an interview.



### GOOD IDEAS

**A consultant is a good idea for many larger projects**, such as installing a network, creating a Web site or building a database. These require more specialized knowledge and resources than you can usually expect from a volunteer or a system administrator.

In some cases, a contract with a consultant can also be appropriate for ongoing maintenance needs. Some network consultants will contract with you to maintain the network for a monthly fee. They may include a certain number of visits per month and charge extra for emergency calls.

A specialized consulting option for libraries is to take advantage of a circuit rider. A circuit rider is a library technical consultant who services many libraries on a rotating basis. This way you can spread the cost of one consultant over several organizations or libraries. Smaller libraries can likely manage with a part-time circuit rider.

- **Search an online database.** The following searchable databases are geared specifically to consultants who work with nonprofits:
  - Alliance for Nonprofit Management’s Provider Database: [www.allianceonline.org](http://www.allianceonline.org).
  - Idealist.org’s Search for Companies and Consultants: [www.idealist.org](http://www.idealist.org).
  - Technology Solutions Directory: [www.asaenet.org](http://www.asaenet.org).
  - Consultants ONTAP: [www.ontap.org](http://www.ontap.org).
- **Recruit more actively.** If you are in an area with fewer resources, you may need to recruit a consultant more actively.

Here are some places to start:

- Resource centers for small businesses.
- User groups and professional associations.
- Computer retail stores.
- Technical newspapers.

### ***Step 2 — Manage your consultant.***

Consultants are used typically for short-term projects or, if you don’t have a system administrator, for projects that are more than your staff can handle.

Here are a few tips on working successfully with a consultant:

- **Assign a point person.** The consultant should report to a single person. The point person should be the only one who gives the consultant instructions or new tasks.
- **Establish expectations.** Before the consultant starts, make sure you have a meeting to go over the contract and work plan. Clarify upcoming milestones and plan your next check-in.
- **Communicate regularly.** What progress is the consultant making? What does he or she need to know to continue? What problems is he or she encountering? Have your needs or situation changed in a way that might affect the project? It’s best to set a time for regular meetings between the consultant and the point person, perhaps weekly. In addition, the consultant should document his or her work so that you have a written record of what has been done. The point person should work closely with the consultant as he or she begins to make recommendations, so that the final set of suggestions aren’t wildly divergent from your library’s reality.

- **Obtain staff buy-in.** Keep the staff informed about what the consultant is doing and set up procedures for them to give the consultant input early on and to comment on the draft recommendations.
- **Give yourself an out.** In a worst-case scenario, when a consultant does not meet deadlines or communicate with you about progress, you must follow through with consequences. If your work plan and contract are divided up into phases, you can pull out at the end of a phase if things are not going well.
- **Make the project sustainable.** Once the consultant leaves, someone will need to use and maintain what the consultant has done. No project is complete without an element of training and planning for the future.

Becoming too dependent on a consultant can be extremely risky. Consultants may not be available forever, or they may not be available right when you need them. Even if they are, you will waste large amounts of money paying them to fix each little problem that comes up. The ideal solution is to insist that they document their work thoroughly. Ask them to train you on basic aspects of maintaining your computer systems. If training you is a substantial task, it might be a sign that you need a system administrator or that your system administrator needs additional formal training.

- **Finish the project on your own terms.** It's important to set the exit terms yourself. Don't let the consultant walk out until you are satisfied that your original goals have been met. Will you be able to contact the consultant with questions and problems? How much will it cost you? Establish expectations about ongoing communication and availability.



### TECHNICAL ASSISTANCE PROVIDERS

These organizations provide the following services to nonprofit organizations: technical consulting, technical planning assistance, software development, in-house technical training, database design, technical support, maintenance or repair.

Technology is an ever-changing field, and some of these resources may change. Please visit [www.techsoup.org](http://www.techsoup.org) and check on local consultants for an up-to-date list of technical assistance providers.

**Alliance for Technology Access:** [www.ataccess.org](http://www.ataccess.org)

2175 East Francisco Boulevard, Suite L  
San Rafael, CA 94901

Phone: 415-455-4575; Fax: 415-455-0654

The Alliance for Technology Access is a national network of community-based resource centers, developers and vendors that provide information and support services to people with disabilities.

**Applied Arts Ltd.:** [www.a2soft.com](http://www.a2soft.com)

208 Stone Avenue, Suite 3  
Lexington, KY 40508

Phone: 859-225-1572; Fax: 859-225-1021

Since 1994, Applied Arts has specialized in FileMaker Pro development, training and Web site management.

**Asha Technologies:** [www.ashatech.com/home.html](http://www.ashatech.com/home.html)

1215 2nd Avenue  
San Francisco, CA 94112

Phone: 650-303-5324; Fax: 650-745-3309

Aimed at providing socially beneficial technology, Asha offers extensive services such as Web-based application, development, database design, database configuration and management, system and application architecture, software engineering, graphic design, system administration, object-oriented software engineering and project management.

**Convio:** [www.convio.com/index.html](http://www.convio.com/index.html)

4801 Plaza on the Lake, Suite 1500  
Austin, TX 78746

Phone: 512-652-2600; Fax: 512-652-2699

Convio provides relationship-management software and services, as well as other professional services including site design, integration of existing databases and e-marketing consulting.



## TOOLS & RESOURCES *(continued)*

**Coston Dorsey Consulting, LLC:** [www.costondorsey.com](http://www.costondorsey.com)

4411 Barford Road  
Chantilly, VA 20151  
Phone: 703-850-8597; Fax: 703-222-8710

Coston Dorsey provides consulting and contracting services in information systems, e-commerce and information systems management to charities, nonprofits and other organizations whose line of business is to help others and create a better world. Services provided are systems design, database management, LAN and WAN administration and technical consulting.

**Civic Resource Group:** [www.civicresource.com](http://www.civicresource.com)

3435 Ocean Park Boulevard, Suite 108  
Santa Monica, CA 90405  
Phone: 310-392-9266; Fax: 310-392-3664

Civic Resource Group offers strategic Internet and technology consulting, creative technology programs and project development and training.

**Civilution.com:** <http://civilution.com>

149 NE 133 Street  
Seattle, WA 98125  
Phone: 617-354-0825; Fax: 617-821-5368

Civilution.com offers online assistance and aids nonprofits in the development and maintenance of Web sites.

**Confluence:** [www.confluencecorp.com](http://www.confluencecorp.com)

2164 Westglen Court  
Vienna, VA 22182  
Phone: 202-296-3920, ext. 31; Fax: 202-296-3948

Confluence provides technical support services to Washington, D.C., metro area (D.C., Maryland and Virginia) nonprofits including software, database, hardware, networking, Web site, IT planning, vendor selection and COTS integration and customization.

**CTCNet (Community Technology Centers Network):** [www.ctcnet.org](http://www.ctcnet.org)

230 Third Avenue, 4th Floor  
Waltham, MA 02451  
Phone: 781-684-0830; Fax: 781-684-0052

CTCNet provides assistance with equipment, software and telecommunications evaluation and selection.



## TOOLS & RESOURCES (continued)

**The e Organization:** [www.theeorganization.com](http://www.theeorganization.com)

4 Iroquois Road  
Arlington, MA 02476  
Phone: 781-777-1348

The e Organization is an Internet strategy consulting firm that works exclusively with nonprofit organizations to define and develop the mission-driven uses of available Internet technologies. In addition, the firm provides both design and implementation oversight services.

**Eugene Free Community Network:** [www.efn.org](http://www.efn.org)

43 West Broadway  
Eugene, OR 97401  
Phone: 541-484-9637; Fax: 541-484-6306

EFN is a division of Oregon Public Networking, offering computer and Internet classes, Web site and database design and domain hosting. Classes are offered online; cost per class is sliding scale. Web site and database design are offered at low cost.

**Jacobson Consulting Applications, Inc:** [www.jcainc.com](http://www.jcainc.com)

330 West 42nd Street, 30th Floor  
New York, NY 10036  
Phone: 212-465-2336; Fax: 212-465-2349

A full-service consulting firm dedicated to providing technical assistance to nonprofit organizations. Jacobson Consulting Applications, Inc., specializes in helping organizations select and implement fundraising systems that fit their needs.

**Lotus Media:** [www.lotusmedia.org](http://www.lotusmedia.org)

408 Pritchard Avenue  
Chapel Hill, NC 27516  
Phone: 919-933-9383

Lotus Media helps nonprofits utilize and share information electronically. Lotus Media provides database-driven Web sites, HTML instruction and electronic publishing for nonprofits.

**The Management Center:** [www.tmcenter.org](http://www.tmcenter.org)

870 Market Street, Suite 360  
San Francisco, CA 94102-3009  
Phone: 415-362-9735; Fax: 415-362-4603

The Management Center's IT Consulting Services department works with local nonprofits to improve their technology systems and use these systems to enhance the services they provide to the community.



## TOOLS & RESOURCES (continued)

**NetAction:** [www.netaction.org](http://www.netaction.org)

601 Van Ness Avenue, #631

San Francisco, CA 94102

Phone: 415-775-8674; Fax: 415-673-3818

NetAction is a national nonprofit organization dedicated to promoting use of the Internet for effective grassroots citizen action campaigns and to educating the public, policy-makers and the media about technology policy issues.

**Next Page, LLC:** <http://nxpage.com>

3 Highland Road

Glen Cove, NY 11542

Phone: 516-676-6470; Fax: 516-676-2743

Next Page, LLC, serves the nonprofit sector with a full range of Internet/intranet technology solutions. The firm specializes in outcome-measurement programs as well as custom application and database development, interface design, business process analysis/redesign, technology literacy training and project management.

**Teaming for Technology:** <http://comnet.org/acconf/>

(Visit [www.ncccsf.org/teamtech/links.html/](http://www.ncccsf.org/teamtech/links.html/) for local contact information.)

Teaming for Technology assists nonprofits in effectively using technology to increase the impact of their work in the low-income communities they serve.

**TechRocks:** [www.techrocks.org](http://www.techrocks.org)

633 Battery Street, Suite 110

San Francisco, CA 94111

Phone: 415-291-9535; Fax: 212-812-4399

TechRocks is a national nonprofit dedicated to accelerating social and political progress by building technological capacity for citizen engagement and community collaboration.

**Telecommunications Cooperative Network:** [www.tcn.org](http://www.tcn.org)

20 University Road, 4th Floor

Cambridge, MA 02138

Phone: 877-400-5594; Fax: 800-214-0351

TCN provides LAN, WAN, phone, Internet and intranet services to nonprofit organizations. TCN has offices in Cambridge and Allston, MA; New York, NY; Washington, D.C.; Shelborne, VT; Seattle, WA; and Montgomery, AL.

**Voluntech.org:** [www.voluntech.org](http://www.voluntech.org)

Phone: 212-512-7666

Voluntech is a group of technical volunteers who donate their time and expertise to help community organizations take advantage of the latest computer and communications technologies.

## CONDUCT REGULAR MAINTENANCE

PURPOSE *To ensure your technology is up-to-date and virus-free.*

Spending a few minutes a day, week and/or month to maintain your computers will save you time in the long run. Simple computer maintenance will ensure your computers run efficiently and will help keep them virus free. Computers often hold on to information longer than necessary, which results in a cluttered machine. Performing a few tasks to delete unwanted files and programs will help your computers run more efficiently.

There are many Web-based tutorials that outline technology maintenance. Here are a few examples of tutorials to get you started:

- Microsoft Windows Support Main Page — <http://support.microsoft.com/>
- Virtual DR.Com — [www.virtualdr.com/](http://www.virtualdr.com/)
- Tech TV — [www.techtv.com](http://www.techtv.com)
- PC Support.com — [http://pcsupport.about.com/c/ht/How\\_index.htm](http://pcsupport.about.com/c/ht/How_index.htm)
- Tech 24 — [www.tech24inc.com](http://www.tech24inc.com)