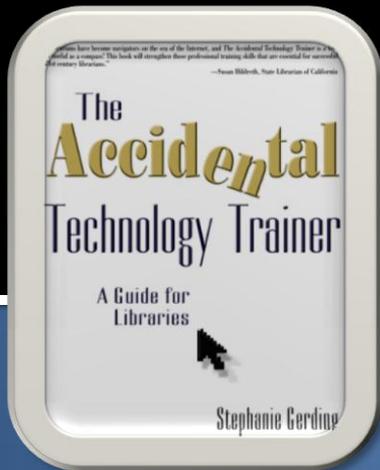


# Planning and Promoting Technology Training

## Texas State Library and Archives Commission



**Stephanie Gerding**  
stephaniegerding@gmail.com



TECHNOLOGY TRAINING ST

- Organize, design, and plan technology training
- Use a lesson plan template to put together a written plan
- Create useful learning objectives
- Promote technology training to your local community

**Tech is good for you!**  
Have a second helping.



# Tech is Good for You.

- Web-savvy 55-76 year olds have twice the brain activation in areas associated with **decision making and reasoning** as tech challenged individuals when searching online.
  - Neural activation is higher when performing online activities than reading a book; Googling may help **exercise and improve brain function.**
- Center on Aging, University of California, Los Angeles*

# Training Cycle



**We have very little time...  
therefore, we must proceed  
very slowly.**





**PLAN**

**What needs to be done to get your training program from where it is now to where your community needs it to be?**



# Basic Elements of Training Plans

- Training Mission/Purpose Statement
- Needs Assessment
- Goals and Objectives
- Methodology and Resources: who, what topics, \$\$\$, scheduling, etc.
- Outcomes & Evaluation
- Policies and Procedures



# Mitchell Community Public Library, Indiana; Alexis Caudell

- Ascertain what your community wants and needs, because if a certain service is not what they want, "then why spend your limited resources on it?"
- Translate community needs to your staff so they understand your push for change. "Set that expectation and make it clear," either via personal conversations, job descriptions, performance evaluation, etc., **"because until they buy into it, it's not going to happen."**

# Developing Staff and Public Training Plans

1. Determine the minimum level of technology competency required for each staff position.
2. Assess each staff person's proficiency with the tech they need to use.
3. Conduct assessments for your community to determine public training needs.
4. Develop a training plan that will help staff members reach at least the minimum level of technology required for their positions and identify primary workshops needed for the community. The training plan can include workshops or classes, independent learning materials (such as online resources, books, CDs, or videotapes), and time for practice and proficiency.
5. Create a schedule for both staff and public training.
6. Include the resources for training in your annual budget.
7. Create and/or sustain the library as a Learning Organization.

# Set Competencies; Expectations

WebJunction.org Public Access Computing Technology Competencies; includes tech skills, knowledge, and management of tech programming;

CO State Library's Technology Trainer Competencies



# In *everyone's* job descriptions

- **Tech skills count for 30% of their evaluations. They benchmarked every staff member.**
- **“They all had a meeting scheduled with me, and they sat down and I was like, 'OK, here you go. Here's your test. You have 2 hours.' And I explained to them that it wasn't to penalize them for not knowing, but I needed to know where they were then, so we could figure out a plan to get where they need to be.”**

# It's a Journey

- Help by: Show the big picture; vision; destination.
- Keep them involved. How will they benefit? How will the community benefit?
- **Training staff invests in the library's most valuable resource.**



# Who can help be trainers?

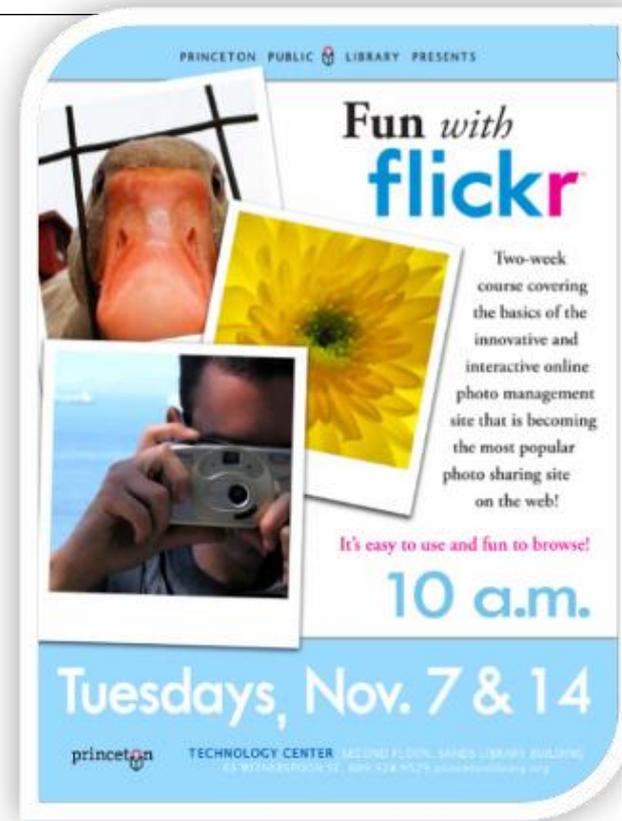
- Big/Little Buddy tutor system (teen & senior are one example)
- Seniors teaching seniors
- Community club members
- High School Students (may have a community service component to fulfill) can train staff/patrons in IM and chat, emerging technologies, gaming, etc.
- Community Rec or other city departments, including tech
- Literacy Councils
- Community College, University, or Vo-Tech students or interns
- Local Businesses, such as having an electronics/computer vendor come in and showcase new technologies (Best Buy, Radio Shack, Computer City often has regular classes they will offer)
- Volunteers Network
- Teachers/professional instructors may be willing to volunteer
- Current volunteers
- Partner with another local library and trade trainers and topics

# Who needs training in your community?

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

# Interesting Topics

- “I just need 3 sources by tomorrow”
- “Fantastic Freebies for Everyone”
- 23 Things or All Together Now
- YouTube Contest
- Take Photos for Your Online Presence
- Present your Research (homeschoolers)
- Teen Second Life: Get One!
- Make Your Own Computer Games
- Gaming for Parents
- E-mail by Appointment & Computer Q & A
- Teen Volunteer programs; on call, assistants
- Open Source Software
- Skyping authors and guest speakers



# When to offer training?

- Offer classes when the library is closed
- Evenings are often popular for students, 9-5ers...
- Day-time is great for stay-at-home parents, retired people, etc...
- Lunchtime
- 30 minute quick sessions any time
- An appointment for one on one training (some libraries use volunteer trainers for this type)



# **WORKSHOP PLAN**

- **Title**
- **Target Audience**
- **Length**
- **Workshop Goal**
- **Learning Objectives**
- **Description**
- **Modules and Timing**
- **Evaluation**
- **Materials and Supplies**

## Workshop Plan Template

**Title:** The Accidental Technology Trainer

**Target Audience:** Library technology trainers of all types

**Length:** 6 hours

**Workshop Goal:** Participants will gain skill and knowledge to be effective technology trainers

**Learning Objectives:**

Participants will:

- Be able to apply basic concepts in adult learning theory
- Learn key training principles, including how to incorporate hands-on activities, maintain interest and gather feedback
- Be able to plan quality technology training in a library environment
- Discover best practices and various models in library technology training

**Description:**

Accidental technology trainers are responsible for technology training in labs, classrooms, or one-on-one with users or staff. Learn valuable tools and techniques, solve the most common concerns of technology trainers, and find helpful advice from many years of coordinating and providing training for public libraries. You'll discover why learning styles are important, how to create an interactive learning community, strategies for communicating about technology, techniques for using activities, storytelling, and case studies to increase learning and retention.

**Example Modules and Timing:**

Time	Module	Description
9:00-9:45	Welcome and Introductions	Speed sharing ice breaker activity, quick needs assessment, today's agenda and objectives
9:45-10:30	Training Cycle Training Skills	Overview of all aspects of technology training; Skills Assessment Activity; Discussion
10:30-10:45	Break	
10:45-11:15	Adult Learning	Bingo Activity (terminology and key principles)
11:15-11:45	Interactive Training	Worksheet with activities described; participants brainstorm on incorporating into their training
11:45	Lunch	
1:15-2:00	Greatest Challenges Dealing w/ Difficult Behaviors/Situations	Challenges Exercise (index card exchange - write one challenge then exchange with different tables to answer-- then share out)
2:00-2:45	Workshop Planning Objectives Evaluations	Workshop Plan Handout
2:45	Break	
3:00-3:30	Breakout groups	Types of training. Pick 2 of the topics to participate in (have them think about the future)
3:30	Jeopardy Review; Wrap-Up; Evals	Snowball fight activity, 1 thing to remember or share Jeopardy Review Game

**Handouts, Materials and Supplies:**

Self-Assessment Checklist	PowerPoint	Bingo Cards	Jeopardy PP
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## BEHAVIORAL VERBS FOR EACH LEVEL OF BLOOMS' TAXONOMY

<u>Knowledge</u>	<u>Comprehension</u>	<u>Application</u>	<u>Analysis</u>	<u>Synthesis</u>	<u>Evaluation</u>
Arrange	Choose	Apply	Analyze	Arrange	Appraise
Define	Describe	Demonstrate	Calculate	Assemble	Assess
Identify	Determine	Dramatize	Categorize	Collect	Choose
List	Differentiate	Employ	Compare	Compose	Compare
Match	Discuss	Generalize	Conclude	Construct	Critique
Memorize	Explain	Illustrate	Contrast	Create	Estimate
Name	Identify	Interpret	Criticize	Design	Evaluate
Order	Interpret	Operate	Debate	Develop	Justify
Recall	Locate	Practice	Determine	Manage	Measure
Relate	Pick	Relate	Develop	Modify	Rate
Repeat	Recognize	Schedule	Diagram	Organize	Revise
Select	Report	Shop	Distinguish	Plan	Score
Underline	Restate	Solve	Estimate	Prepare	Select
	Review	Use	Evaluate	Produce	Validate
	Recognize	Utilize	Examine	Predict	Value
	Select	Initiate	Infer	Reconstruct	Test
	Tell		Question	Set-up	
	Respond		Relate	Synthesize	



## Objectives

- What they should do, think, and/or feel as a result of this training
- More content does not produce more learning. Information overload = confusion, anxiety, and indecision.

# Learning Objectives

## 3-hour Beginning Emerging Tech Workshop

*As a result of this training, participants will be able to:*

- **List** three reasons to use social software
- **Define** Web 2.0 terms
- **Explain** examples of emerging technologies
- **Practice** using emerging technologies such as blogs, wikis, YouTube and aggregators.
- **Indicate** increased confidence and comfort levels with using new technology tools.

# Modules – “bite-sized”

10-15  
minutes

primacy-recency



# Learning Objective → Activity

**Objective: Participants will be able to:**

- **list and discuss social networking tools and**
- **to determine best uses for their library.**

**Activity: BINGO**

MySpace	Skype	Technorati	Second Life	LibraryThing
Blog	FREE BINGO SPACE!	Facebook	MaintainIT	Feed Reader
Goodreads	Pandora	Wireless	Twitter	TechSoup
Wiki	Podcast	SurveyMonkey	Mashup	SlideShare
Flickr	Delicious	Wikipedia	Meebo	WebJunction

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# Handouts





# 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.

# Being at the Table is the 1<sup>st</sup> Step

**Bonus Points if YOU provide the table.**



A woman with braided hair, wearing a light blue sleeveless top, is smiling and looking towards the camera. She is sitting at a table with a laptop open in front of her. Two other people, whose backs are to the camera, are also sitting at the table, looking at the laptop. The background is a plain, light-colored wall.

# Better Together

## Visible and valued

- **Opens up possibilities**
- **share and conserve resources, reach new audiences, and expand services and programs.**

# The Greenville County Library System



Where People Connect,  
Communities Achieve

- **Test preparation**
- **Small business support;** contributes to the local Chamber of Commerce online portal
- **Student support;** partners with local colleges, universities; schools. The the library's IT manager serves on a network advisory committee.
- **Programs and services for those with special needs;** partnered with local agency Family Connections to create a special story time for children with autism. Family Connections provides valuable input when purchasing assistive technologies for special needs groups.
- **A Senior Health Information Project.** Grant from the National Network of Libraries of Medicine to create a senior health information program. Partnered with city and county recreation departments to secure locations for the library to conduct consumer health information workshops to seniors via electronic resources.

# Free Training Resources: Let's Share

- **WebJunction** [www.webjunction.org/technology-training](http://www.webjunction.org/technology-training)
- **TechSoup for Libraries**  
[techsoupforlibraries.org/blog/fabulous-free-public-technology-training-material](http://techsoupforlibraries.org/blog/fabulous-free-public-technology-training-material))
- **Community Technology Network**  
[www.ctnbayarea.org/resources](http://www.ctnbayarea.org/resources)
- **Infopeople** [www.infopeople.org](http://www.infopeople.org)
- **Common Craft Videos:**  
[www.commoncraft.com](http://www.commoncraft.com)
- **Custom Guide:**  
[www.customguide.com](http://www.customguide.com)
- **Colorado Virtual Library:**  
**Tech Training for Libraries Outlines**  
[www.coloradovirtuallibrary.org/techtraining/content/training-topics](http://www.coloradovirtuallibrary.org/techtraining/content/training-topics)



# Any Questions or Concerns?



# Tips for Planning & Promoting Tech Training

**PLAN!**

**Organized  
flexibility**

**Learning  
objectives**

**Foster  
Partner-  
ships**

**Tell  
everyone**

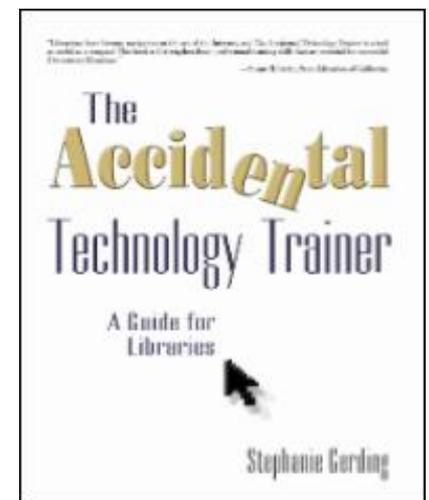
"Technology doesn't determine the quality of the connection. Only you can do that" –Melinda Gates

It's all about the people ...  
not the technology



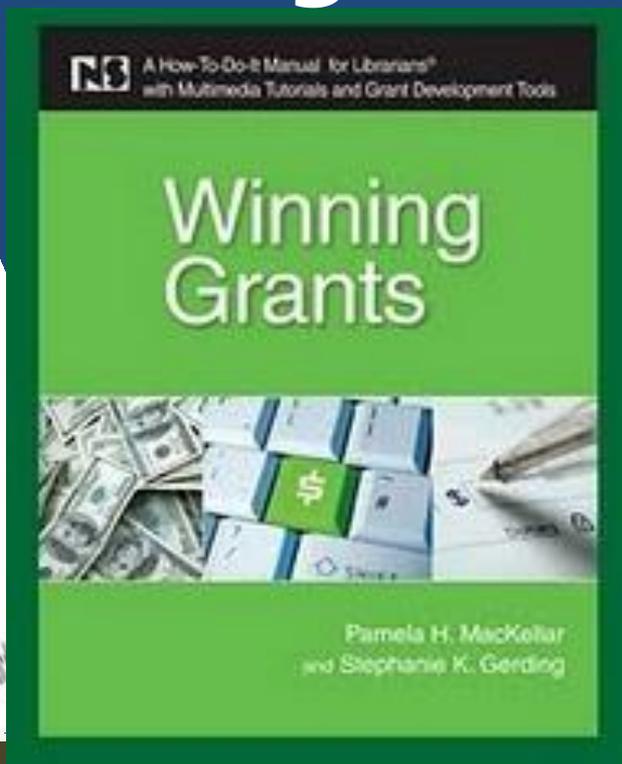
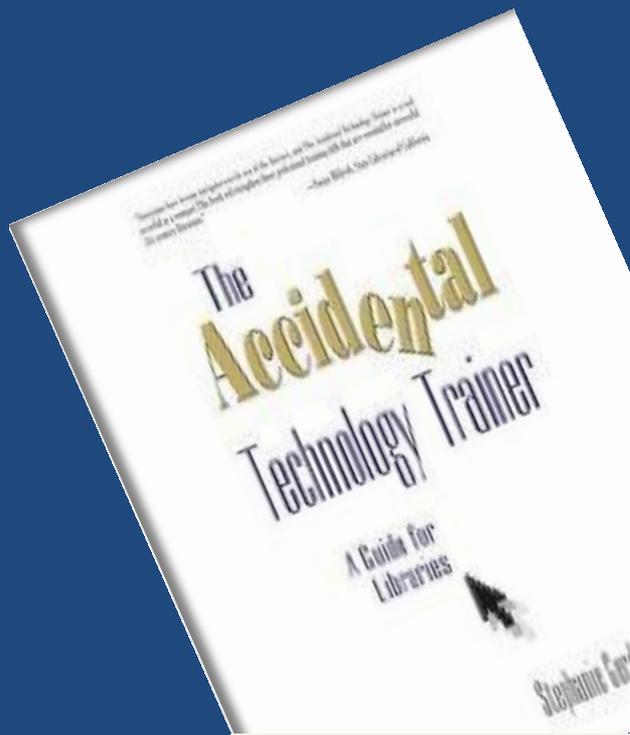


*The Accidental Technology Trainer:  
A Guide for Libraries*  
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# The Accidental Technology Trainer

## Winning Grants



Stephanie Gerding

<http://stephaniegerding.com>  
[stephaniegerding@gmail.com](mailto:stephaniegerding@gmail.com)