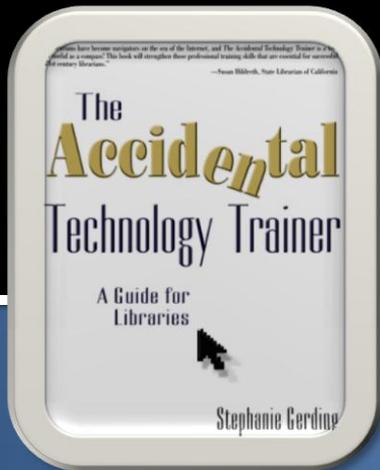


# Technology Training Best Practices

## Texas State Library and Archives Commission



Stephanie Gerding  
stephaniegerding@gmail.com



TECHNOLOGY TRAINING ST

- Incorporate hands-on activities that increase learning, participation, and retention.
- Apply best training practices from other libraries and experienced trainers
- Create and find useful handouts and presentation materials

# WHO KNOWS THE ANSWER!?!

- Let's play a game!
- One point for each correct answer. YOU keep score.



# Training Cycle



# **WORKSHOP PLAN**

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

# 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



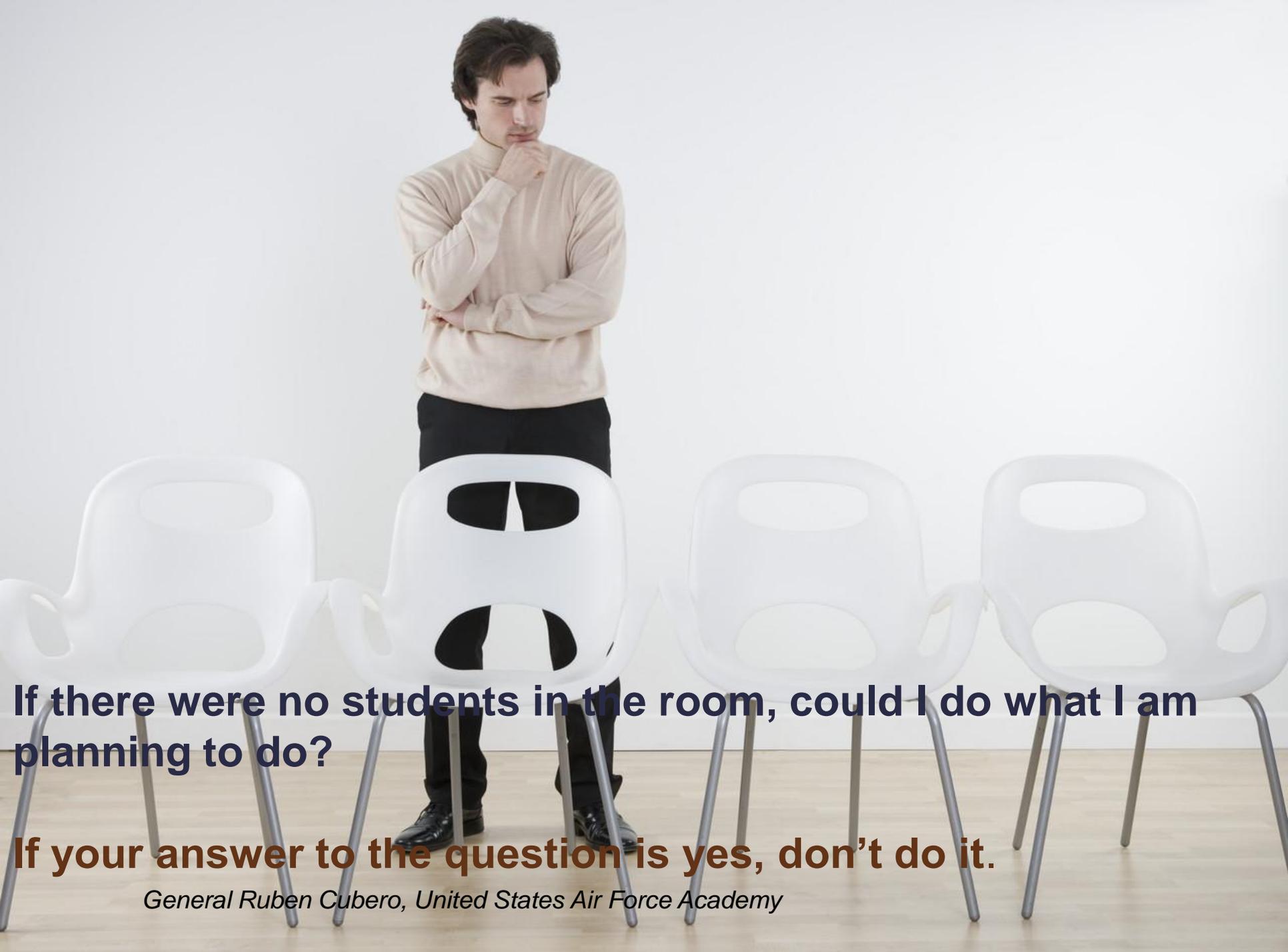
# Learning Objective → Activity

**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



**If there were no students in the room, could I do what I am planning to do?**

**If your answer to the question is yes, don't do it.**

*General Ruben Cubero, United States Air Force Academy*

# Active Learning



# Let them do it!

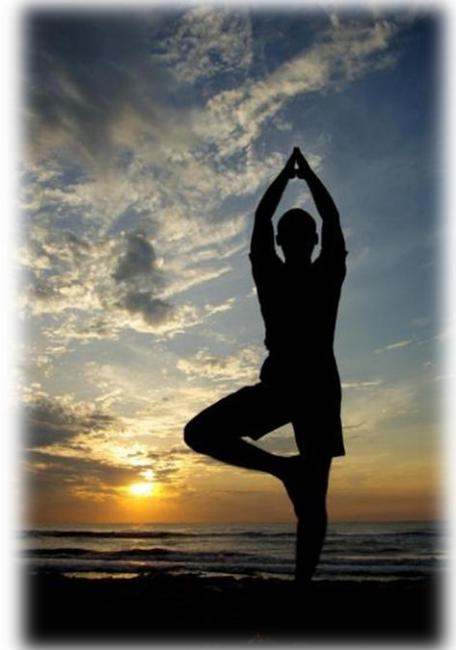


*The bubbling brook would lose its song if you removed the rocks...*

# People would prefer activities where they can pursue three things:

- **Autonomy:** People want to have control over their work.
- **Mastery:** People want to get better at what they do.
- **Purpose:** People want to make a contribution.
- **Relationships**

From: Daniel Pink, *Drive: The surprising truth about what motivates us*



# Adult Learners

- self-directed - have choices
- relate & build on their experiences
- learning needs and motivation
- relevance
- practice, reflect, think, and share
- apply knowledge/skills immediately
- basic needs — mind and body



# Icebreakers

- These opening activities can serve several purposes for training:
  - Get participants moving and breaks preoccupation with work or home issues
  - Alleviate tension
  - Begin group connections
  - Introductions let everyone speak (which makes it easier to speak again)
  - Sets a tone of engagement
  - Encourages creative thinking
  - Warms up the topic concepts

# Increase Learning and Retention

- Polling
- Pair Share or Learning Partners
- Action Plans
- “Book club”
- Question Sharing
- Storytelling
- Analogies
- WebQuests
- World Cafe
- Snowball Fight
- Scavenger Hunt
- Top 10 Lists
- Chocolate Hugs and Kisses
- Jeopardy
- Speed Sharing
- Online Games
- Online spaces
- Petting Zoos



# Training Partners: assigned or self-selected



# Pair Share

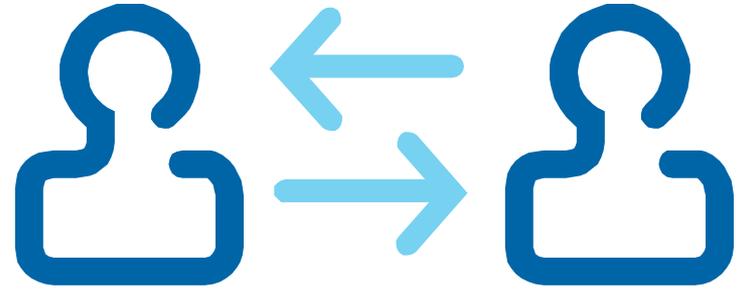
- Answer questions, complete short exercises, fill in the steps in a sequence, troubleshoot “problems”.
- Practice a skill with each other (“Please take a few minutes with your partner and practice”).
- Recap a lecture or demonstration together (“With your partner, review key points”)
- Develop questions together to ask the facilitator (“I would like each pair to create a question together about the software we just tried out”).
- Compare how you completed a task (“Show your partner your answers on the quiz we just completed. See where you differ”).

# Speed Sharing

## SEEK OR SHARE:

**Discuss difficult situations  
and/or**

**Share an activity, tip, method**



## STEPS

1. Divide into two lines, facing one person.
2. You have 3 minutes to talk to the person in front of you.
3. One line moves down one person, other line always stays put.
4. You have a new person to talk to for 3 minutes.
5. We will do this several times.

# Snowball Fight

- Review activity
- Write down one thing to remember or share



# Each One, Teach One

- **Every person who attends staff training or a conference is expected to train others, share the training materials and the learning experience.**
- One of the best measures of learning is the ability to teach others.
- “Study Groups”
- In the digital world we learn by doing, watching, and experiencing...not by taking a class or reading a manual.

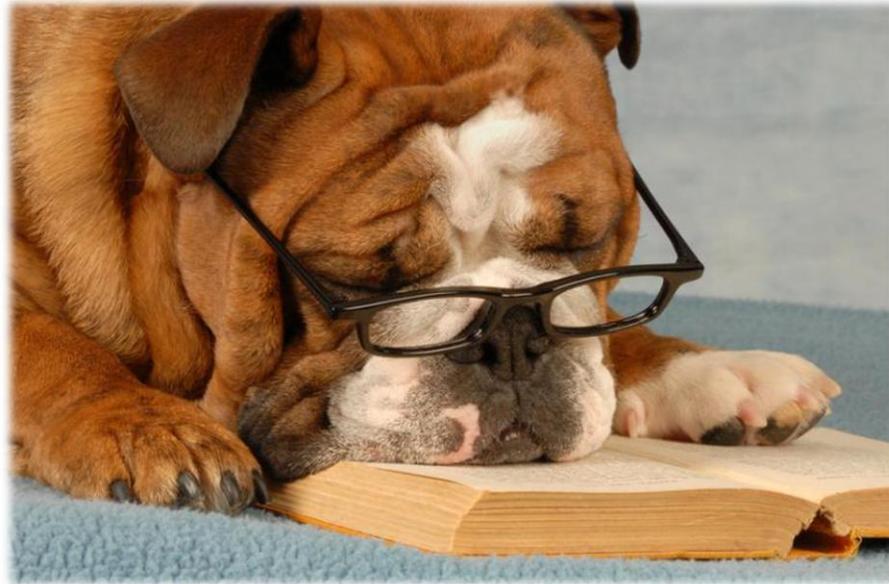


# Storytelling

**As social animals our brains are wired to enjoy stories.**

**“Story - context enriched by emotion.”**

Daniel Pink, *A Whole New Mind*



**“Everything is more compelling when you talk like a human being, when you talk like yourself.”**

Ira Glass, *This American Life* NPR

# TechSoup Success Stories



# Xbox: English Learning thru Games



**MONTEVIDEO, URUGUAY**



# Internet Safety Class



# Tech Club



# Tech Petting Zoo

- Worthington Libraries, OH, Susan Allen
- A countywide Tech Help Week
- <http://www.worthingtonlibraries.org/about/news/2011-8/tech-series-gives-beginners-boost>



# Training on the Road



# Albany Public Library Teens



# For a Healthy Brain: Librarians as Information Guides!

- [Sno-Isle Libraries](#); Paul Allen Family Foundation & library foundation  
“We get up out of our chairs. We do lots of dynamic interactive activities that help adult learners learn and continue that learning outside of the class.”
- Healthy and Happy for Life (participants carried on groups)
- Navigating the Online Health Information Maze
- Mythbusting Science Information
- Be an Informed Consumer
- Smart Investing Resources
- Downloading eBooks at Your Library



**Librarians as Information Guides**

# Chicago Public Library's YOUmedia



- New TechLiNK vehicle is equipped with computers and provides free computer training and Internet access to areas of Arlington where public computers and broadband Internet are scarce.



- <http://www.arlingtonlibrary.org/techlink>

# Salado Tech-to-Go program

- Seven laptop computers and wireless hotspots are available for check out to library patrons. That means the computers can be checked out like a book and taken home.
- Laptops are pre-loaded with useful, educational software, such as [Gale's Testing and Education Reference Center](#) and [Mango Languages](#), as well as helpful bookmarks to sites like [twdl.org](#), that help patrons prepare for important tests, learn new languages, apply to schools and look for jobs online.
- Successful ESL training classes for Spanish- speakers at two local churches

<http://www.saladolibrary.org/tech-to-go.html>

# Top Ten Slide Tips

*adapted from trainer Garr Reynolds*

- 1. Keep it simple**
- 2. Limit bullet points and text**
- 3. Limit transitions and build (animations)**
- 4. Use high-quality graphics**
- 5. Have a visual theme, but avoid using PowerPoint templates**
- 6. Use appropriate charts**
- 7. Use color well**
- 8. Choose your fonts well**
- 9. Use video or audio**
- 10. Spend time in the slide sorter**



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

# 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)
- **Infopeople** [www.infopeople.org](http://www.infopeople.org)
- **Colorado Virtual Library:**  
**Tech Training for Libraries Outlines**  
[www.coloradovirtuallibrary.org/techtraining/content/training-topics](http://www.coloradovirtuallibrary.org/techtraining/content/training-topics)
- **Five Weeks to a Social Library** [www.sociallibraries.com/course](http://www.sociallibraries.com/course)
- **23 Things / Learning 2.0 Program** [plcmclearning.blogspot.com](http://plcmclearning.blogspot.com)



- **Community Technology Network**  
[www.ctnbayarea.org/resources](http://www.ctnbayarea.org/resources)
- **Common Craft Videos:** [www.commoncraft.com](http://www.commoncraft.com)
- **Custom Guide:** [www.customguide.com](http://www.customguide.com)
- **GCFLearnFree.org** [www.gcflearnfree.org](http://www.gcflearnfree.org) and [www.gcflatino.org](http://www.gcflatino.org) - Spanish
- **Digital Literacy** portal [digitalliteracy.gov/content/learner](http://digitalliteracy.gov/content/learner)
- **Grovo.com** [grovo.com](http://grovo.com) – “Thousands of video lessons covering Internet products you love or didn't know about.”
- **Khan Academy** [www.khanacademy.org](http://www.khanacademy.org) "Watch. Practice. Learn almost anything for free.”
- **EdX** [www.edxonline.org](http://www.edxonline.org)
- **Teach Parents Tech** [www.teachparentstech.org](http://www.teachparentstech.org)



Tell me, I will forget. Show  
me, I may remember.

But involve me and I will  
understand.

# Any Questions?

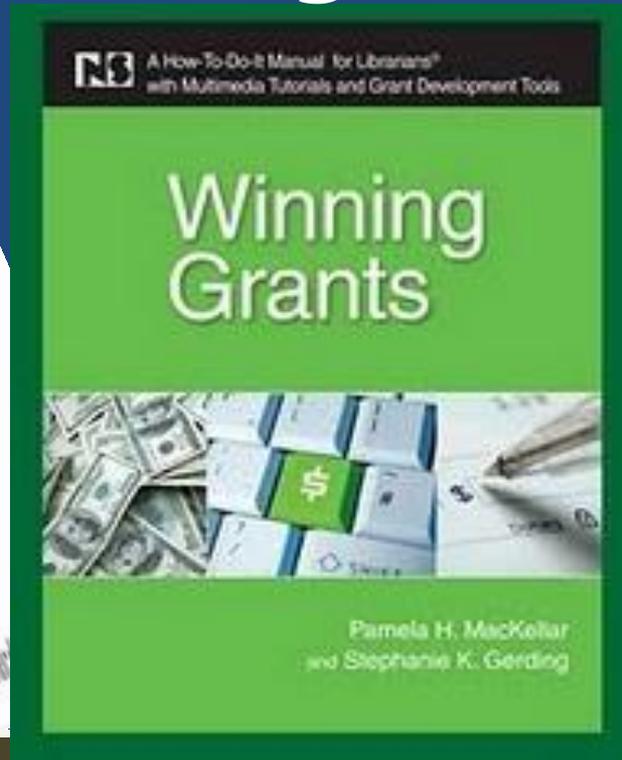
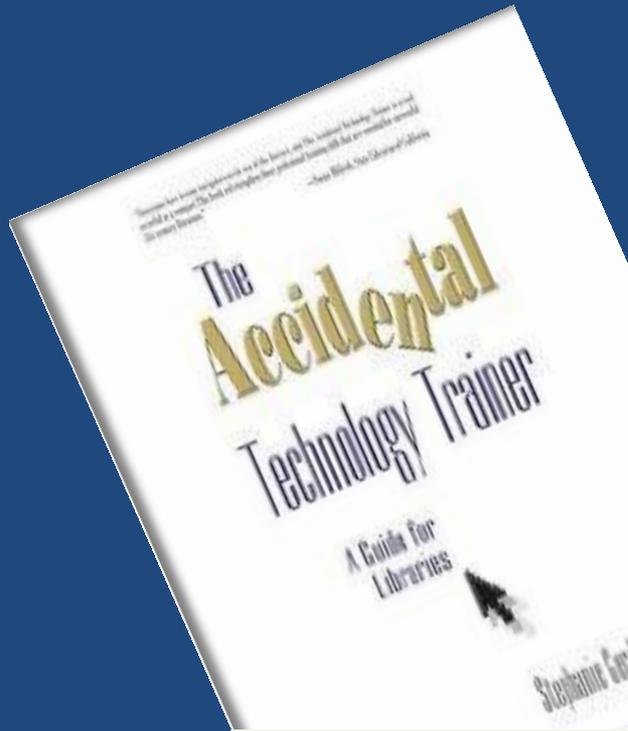
Confucius –

"He **who knows** all the **answers** has not been asked all the questions."



# The Accidental Technology Trainer

## Winning Grants



Stephanie Gerding

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