



From the Ground Up: Developing Staff Technology Training That Works

Agenda

#wvtech

- Welcome & Introductions
- The WVML Experience
- Developing the Tool
- Curriculum Planning
- Break (10:45-10:55)
- Workshop: Lesson Planning
- Questions

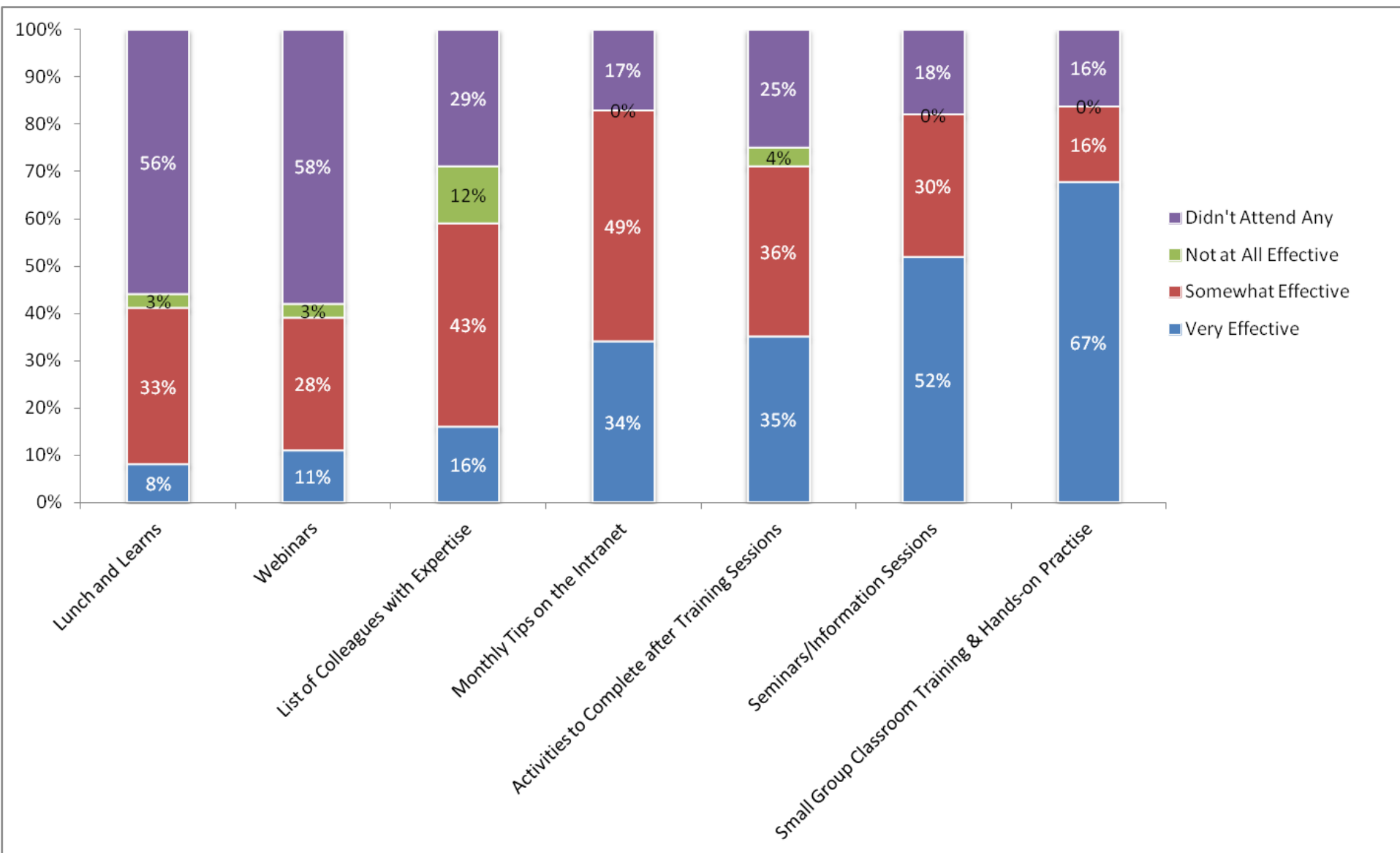
What we've been doing



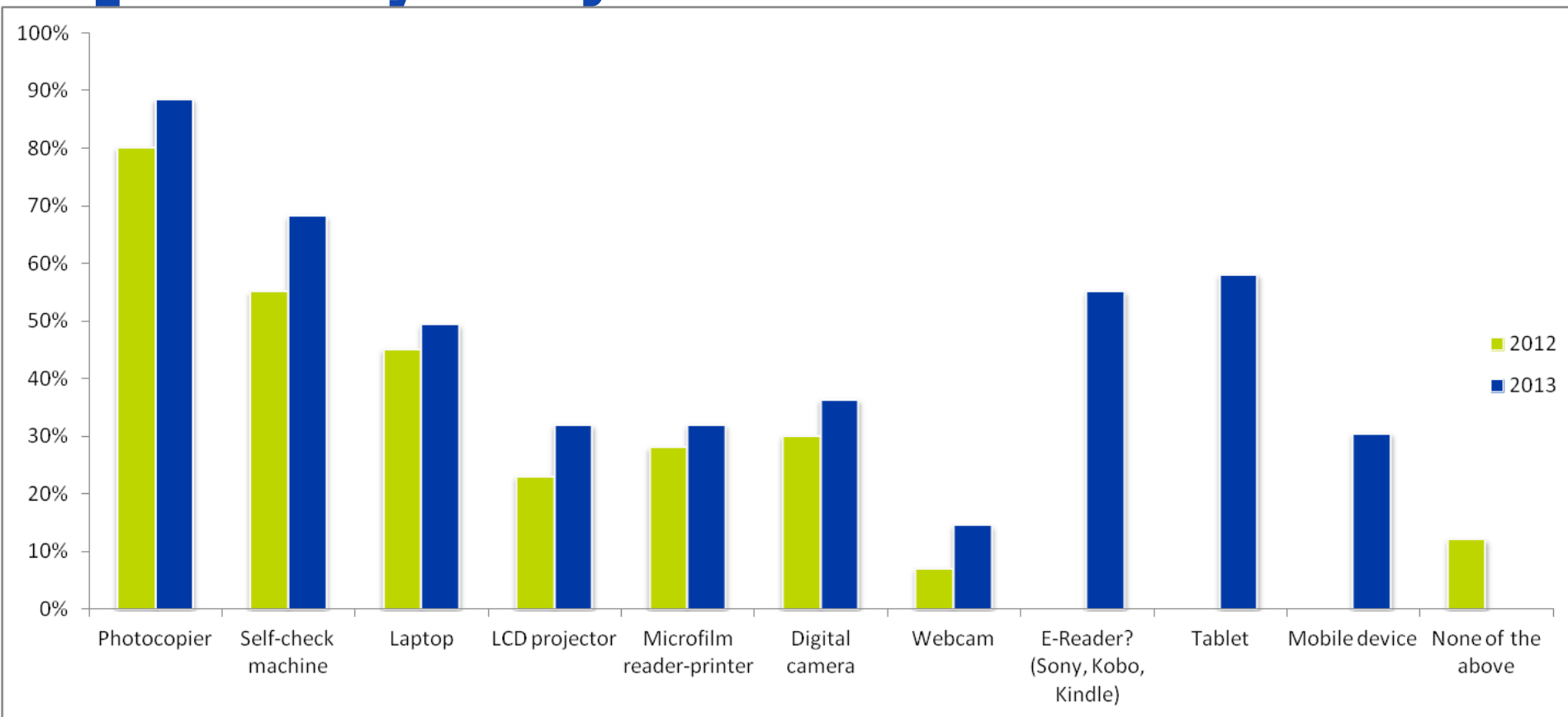
In 2013 we offered:

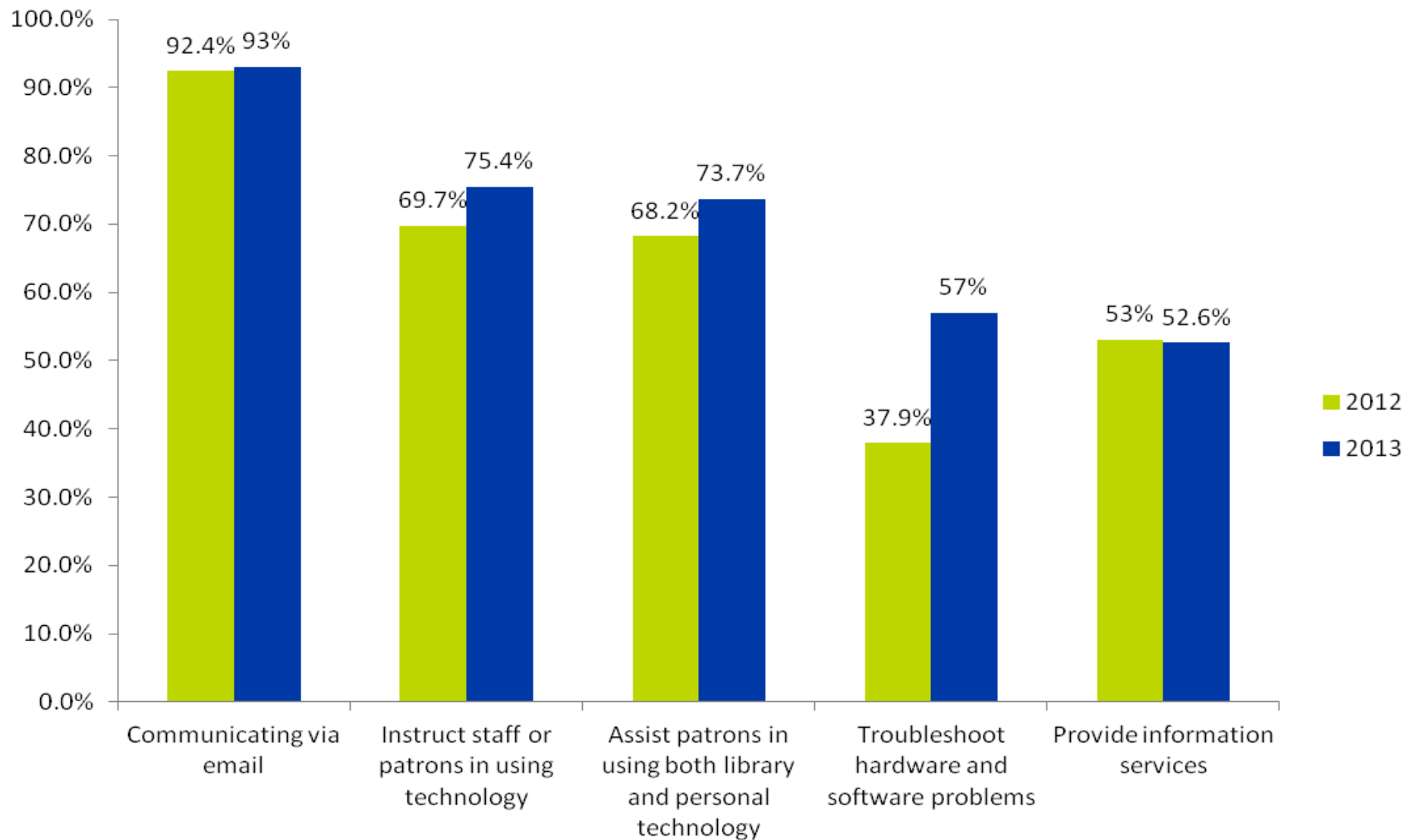
- 13 Programs
- 33 sessions
- 8 Lunch and Learns
- 20 Tips

318 sessions attended



What functions do you perform as part of your job?





Developing the Tool

For each of the following activities, please choose the phrase that BEST describes your skills, knowledge and confidence.

(You must provide an answer for every activity)

	Not at all comfortable doing this	Have tried it and need more time/training	Do it competently but more to learn	Do it often and with confidence	Could teach someone to do it
Use a mouse to double-click, right-click, and drag and drop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Minimize, maximize and resize windows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Switch between multiple windows on your desktop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Close windows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Locate and start an application from the desktop or Start menu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Add a network printer to your list of printers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Select your default printer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Select a printer other than your default printer to send a job to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Select paper size for printing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Select advanced printing options like duplex (double-side), collating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Example

- Macro Skill: Ebooks
- Micro Skills:
 - Knowing what file format is best for e-readers
 - Locate ebooks in the library catalogue
 - Read an ebook on an e-reader
 - Download an ebook from the library collection
 - Transfer an ebook to an e-reader

What are the Microskills for Microsoft Word?

Building the Inventory

Question

Question Text: Show Suggested Questions [Check Spelling](#)

Question Type:
Rating Scale

Answer Options

Add Row Labels (Optional) [Check Spelling](#)

Enter row labels for your question, each choice on a separate line:

Rating Scale: 4 ratings Add N/A column

Enter question choices / column labels and the weight of each rating:

Label: <input type="text"/>	Weight: <input type="text" value="1"/>
Label: <input type="text"/>	Weight: <input type="text" value="2"/>
Label: <input type="text"/>	Weight: <input type="text" value="3"/>
Label: <input type="text"/>	Weight: <input type="text" value="4"/>

Add "Other" or a comment field (Optional)

Question

Question Text: [Check Spelling](#)

For each of the following activities involving hardware, please choose the phrase that BEST describes your skills, knowledge and confidence.
<p><i>(You must provide an answer for every activity)</i></p>

[Insert response from...](#) ?

Question Type:
Matrix of Choices (Only One Answer Per Row) ▼

Answer Options

Row Choices: Enter each choice on a separate line. [Check Spelling](#)

Name the parts of a desktop computer and find the location of ports and drives
Name the parts of a laptop and find the location of ports and drives
Add paper to a desktop printer (not a Xerox)
Replace the print cartridge (toner) on a desktop printer
Clear paper jams on a desktop printer
Refill paper on a photocopier
Clear paper jams on photocopiers

Column Choices: Enter the text for each column on a separate line. [Check Spelling](#)

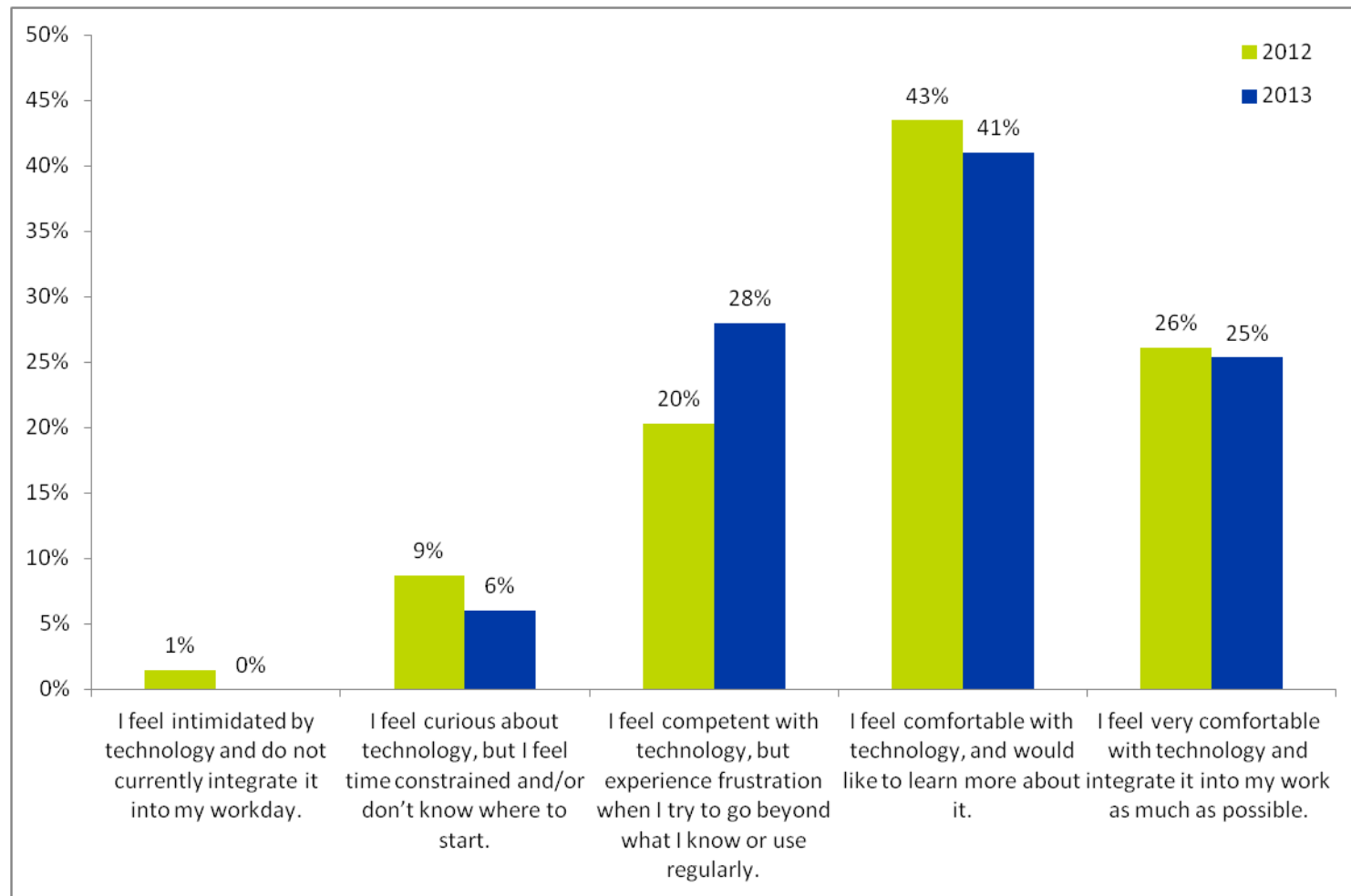
Not at all comfortable doing this
Have tried it and need more time/training
Do it competently but more to learn
Do it often and with confidence
Could teach someone to do it
Not applicable/ Haven't tried it

[Insert response from...](#) ?

[Cancel](#) [Save & Close](#)

**What was the measurable
impact?**

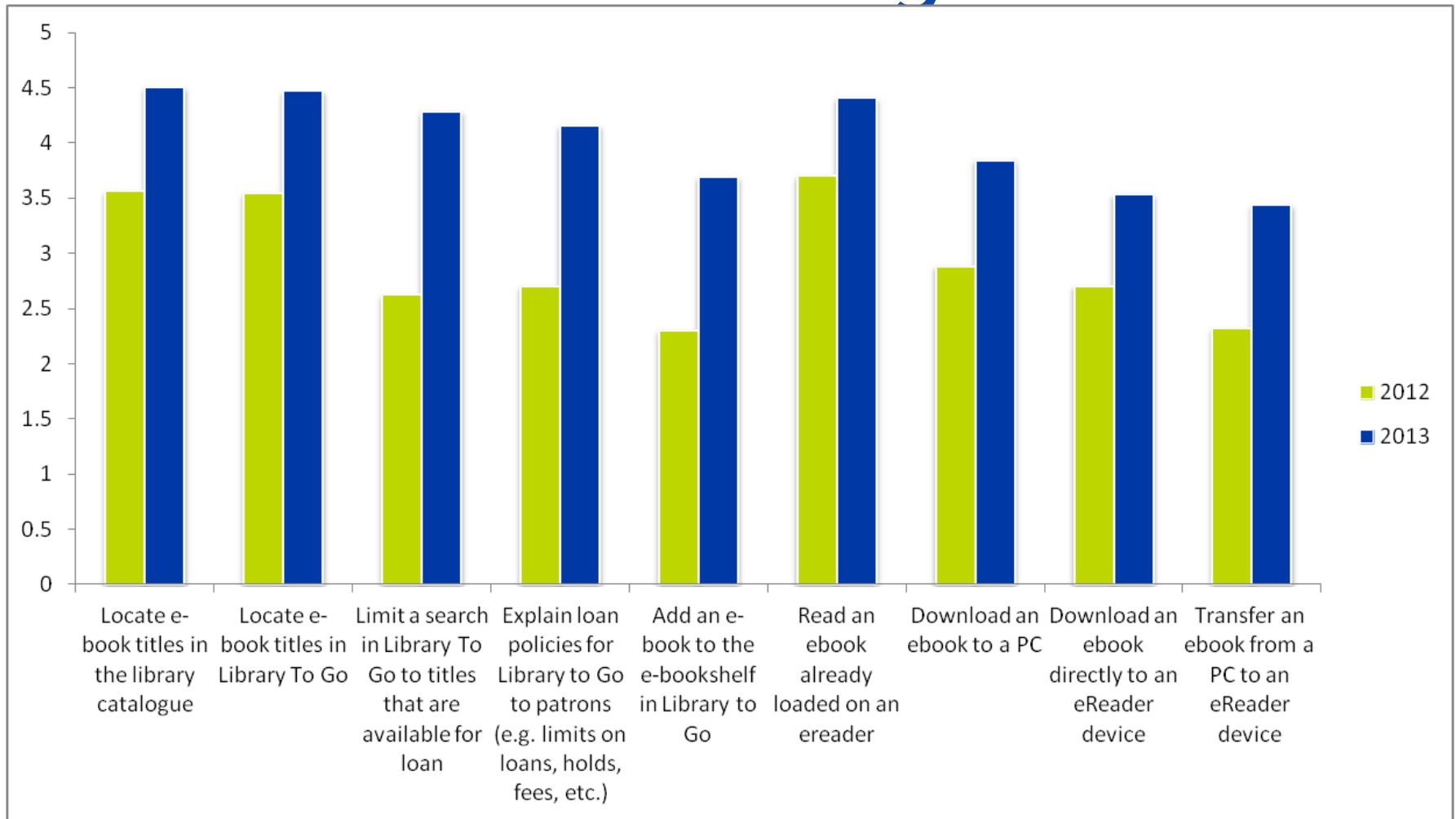
Feelings toward Technology



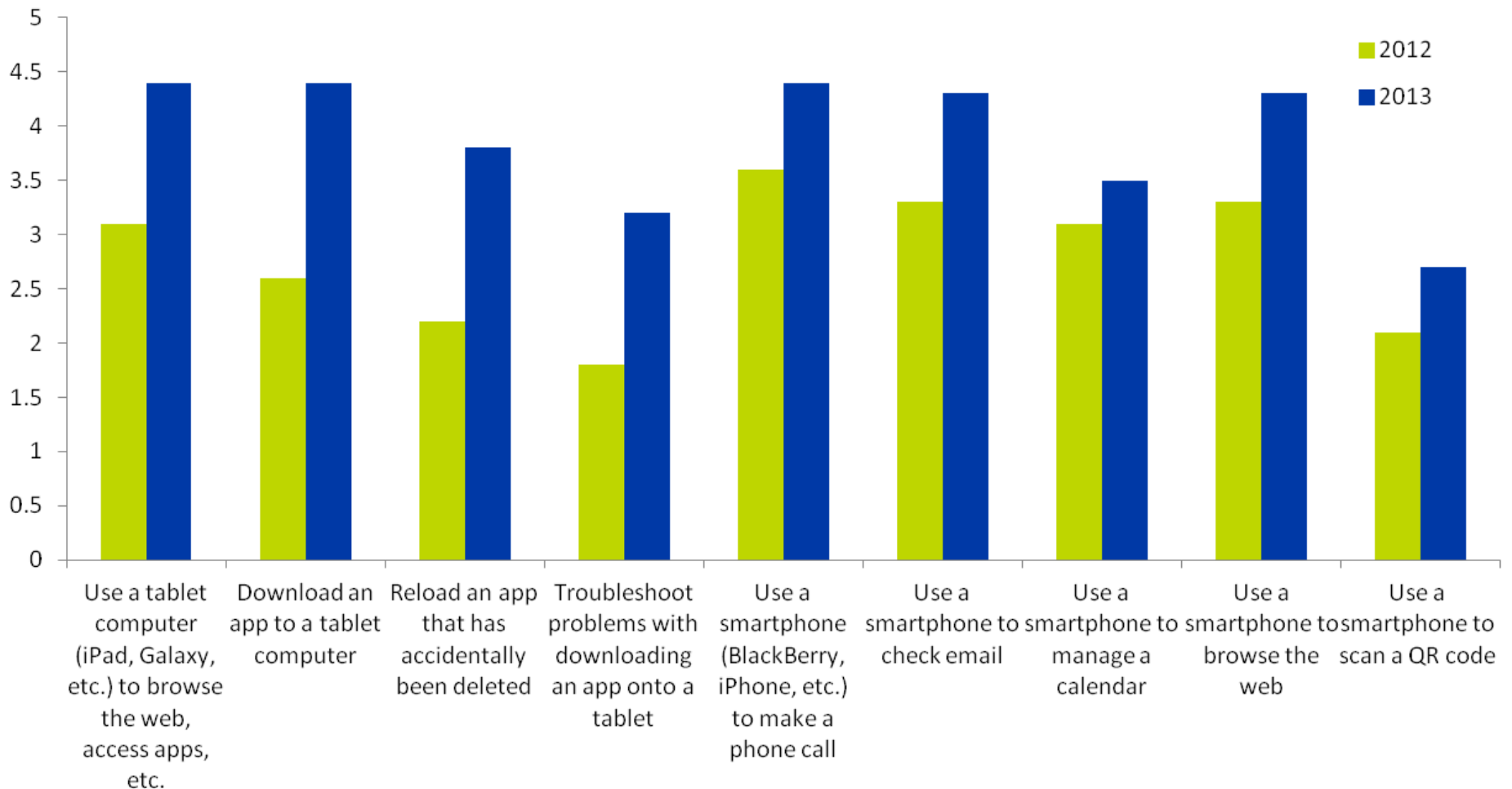
Confidence Scale

- 1: Not at all comfortable doing this
- 2: Have tried it and need more time/training
- 3: Do it competently but more to learn
- 4: Do it often and with confidence
- 5: Could teach someone to do it

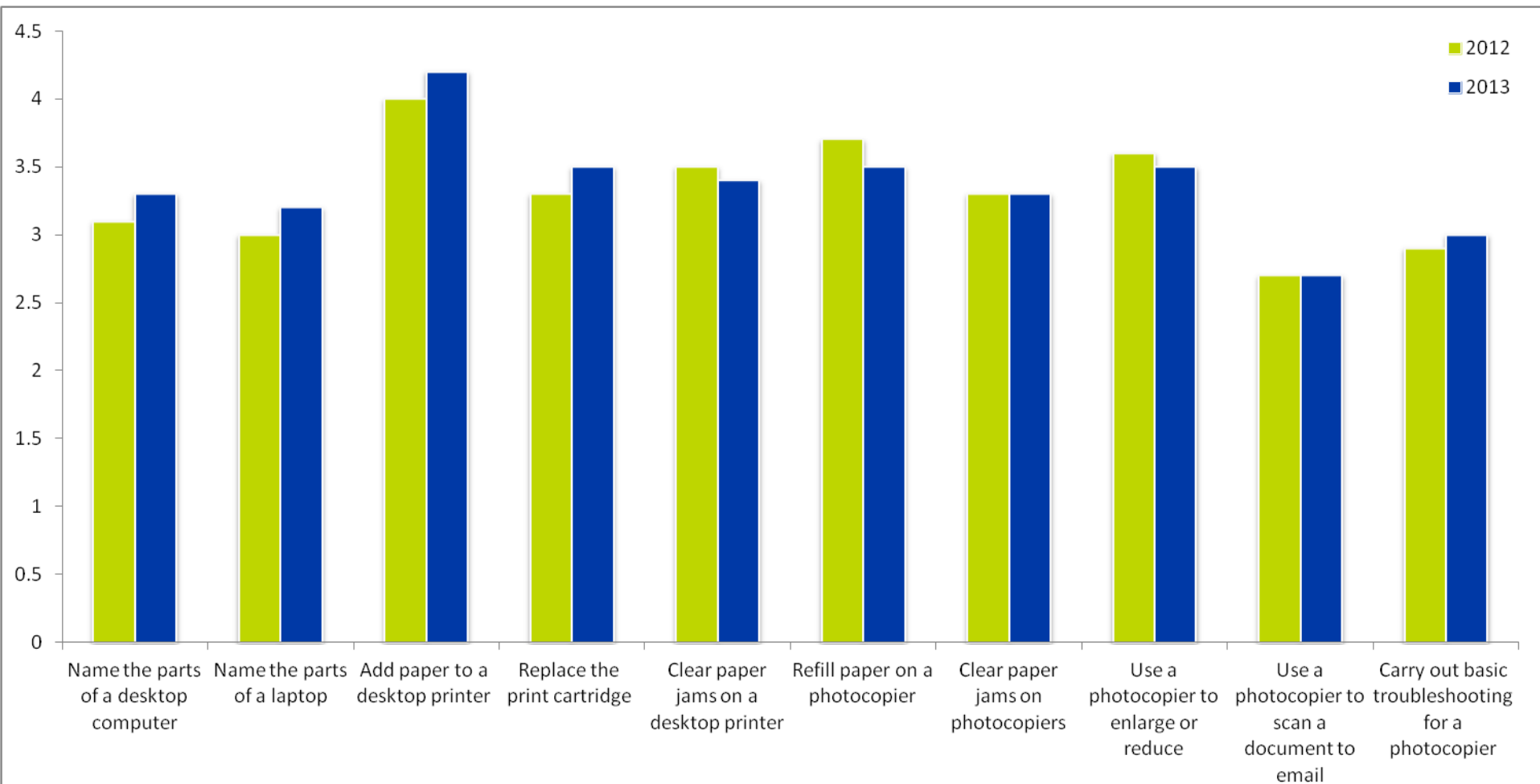
Ebooks & E-Reading



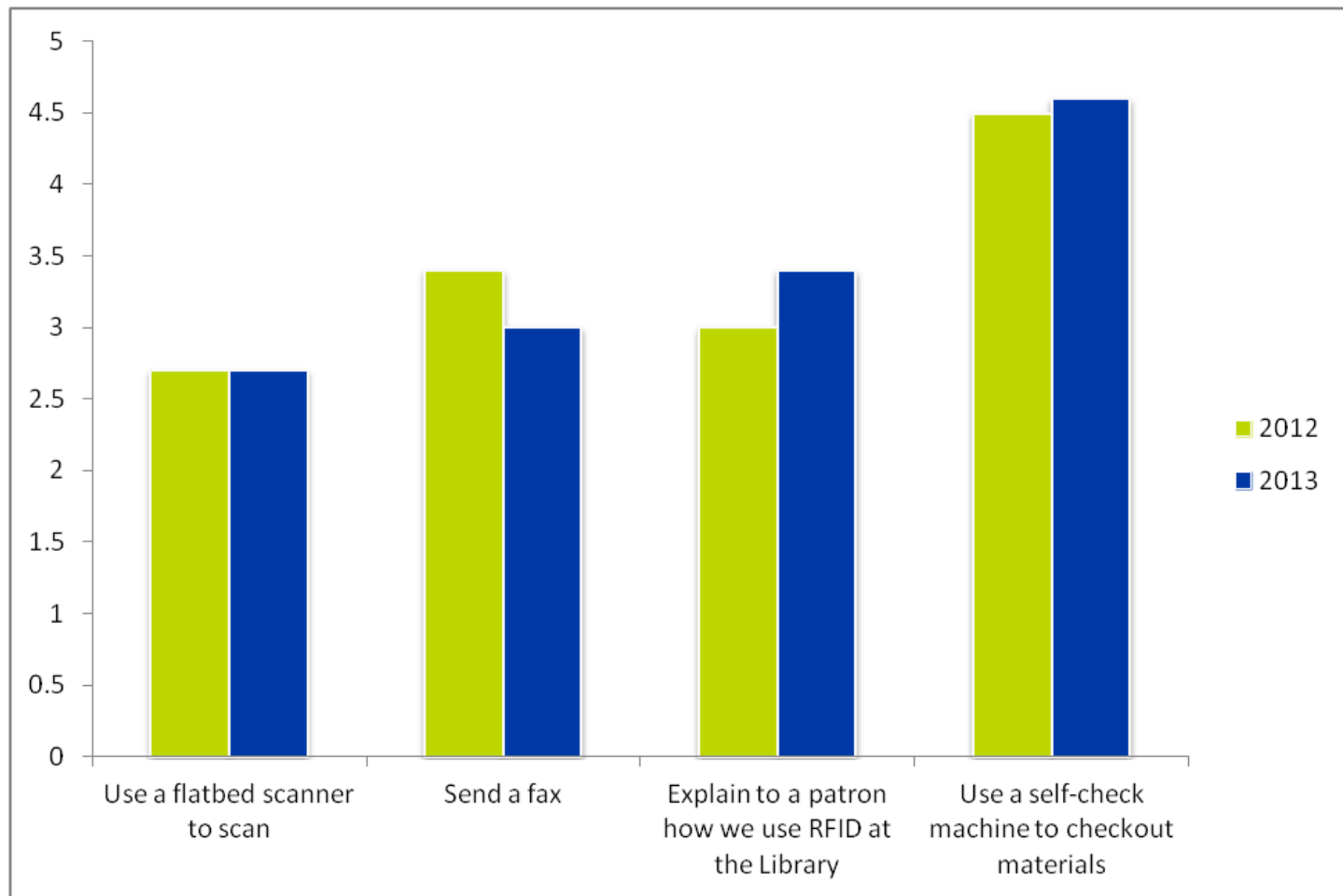
Mobile Devices



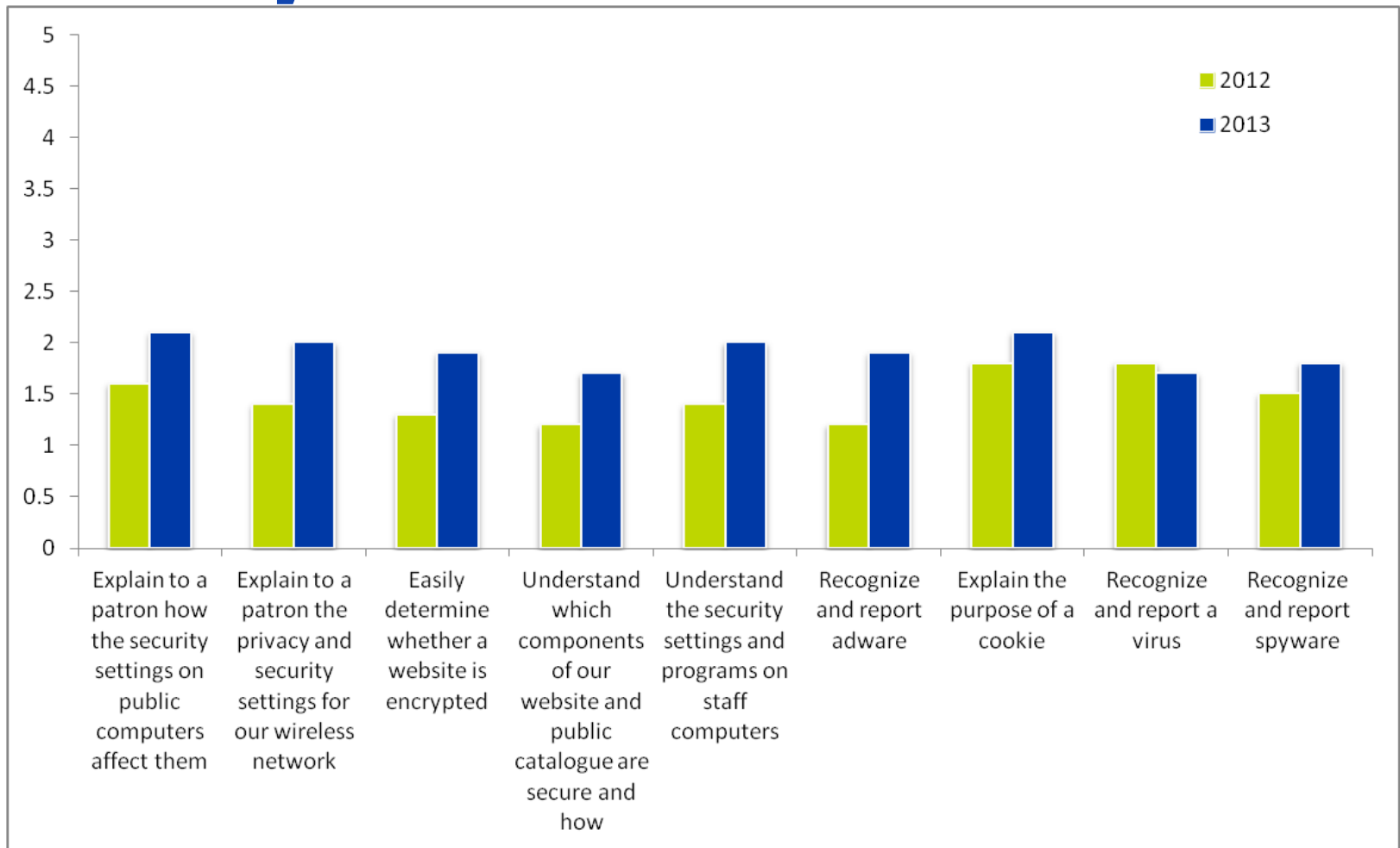
Hardware



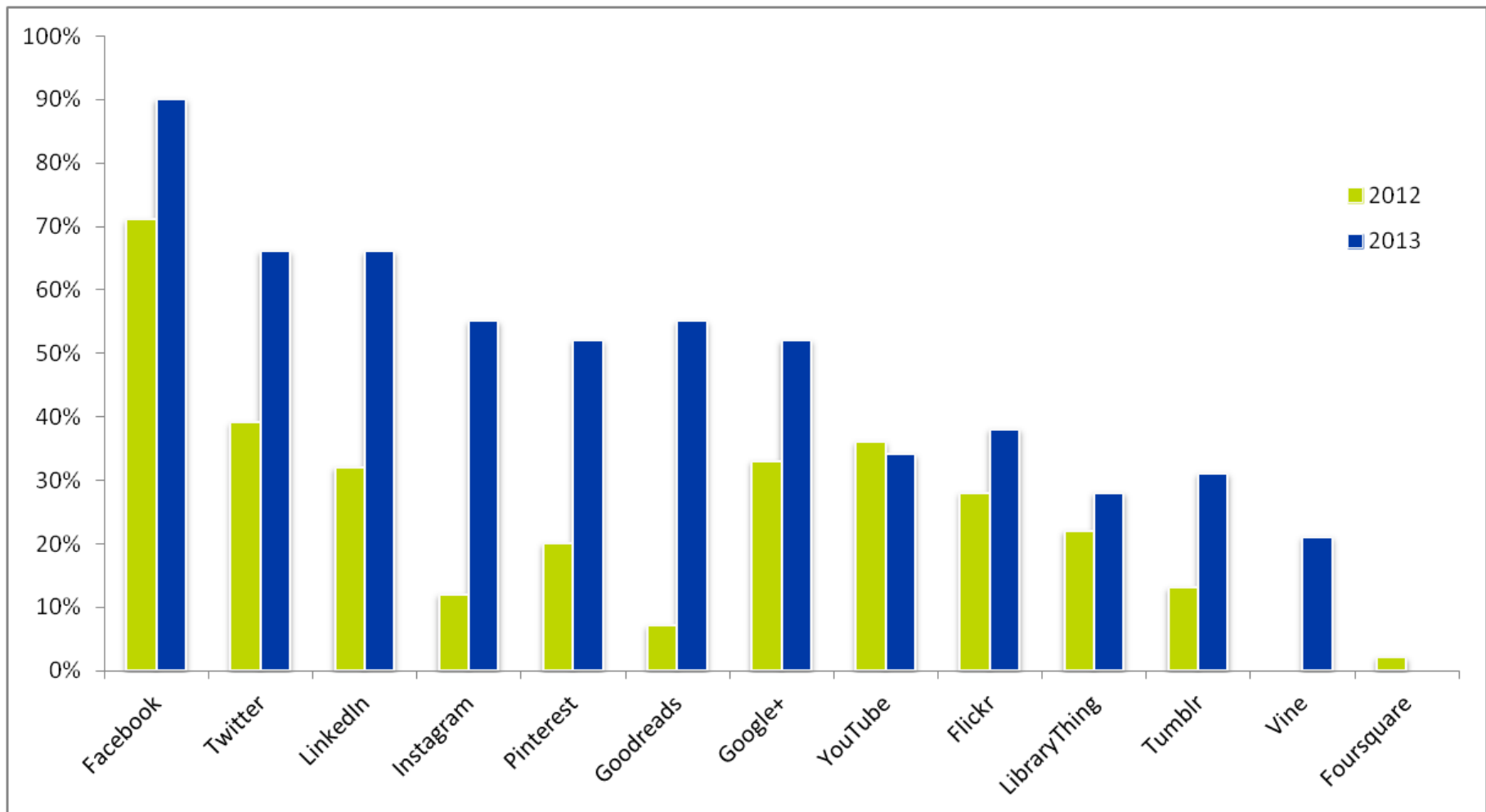
Hardware



Security



Social Media



Confidence

Formats

Excel

Apps

Knowledge

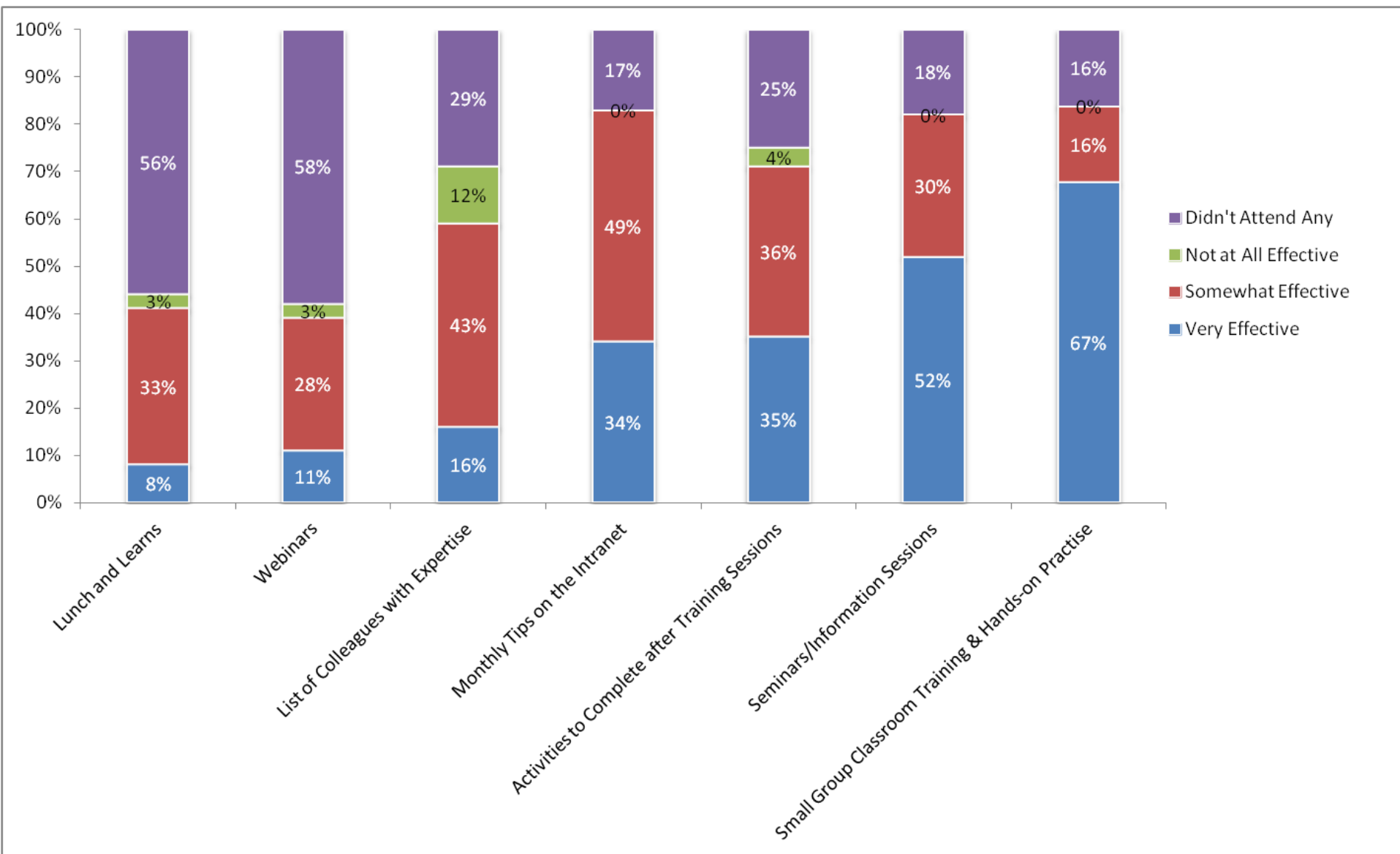
Comfort

Greater

eBook

What worked best

- Small Group and Hands-on Sessions
- Practicing skills
- Communication up front
- Schedule in advance
- Option to “challenge”



MoreActivities
LessFollow-Up
SmallerGroupsMoreTime
NoLunchRoom

What needs improvement

- Handling “mandatory” topics
- Location/timing of informal discussions
- Ensuring that staff are given time to practice / can work skills into their jobs
- Selling the content

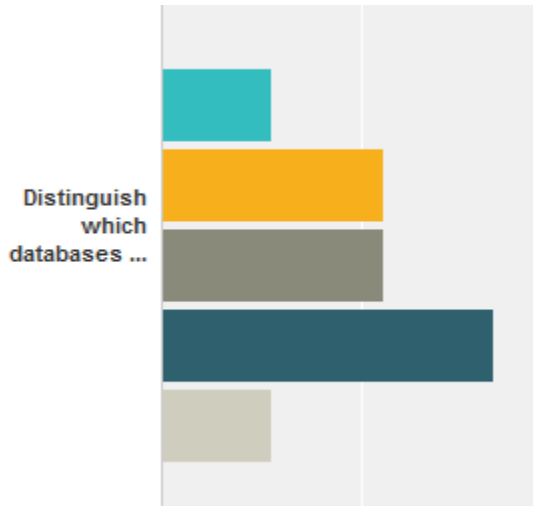
Survey Design Tips

- Pre-test
- Ensure staff have time to complete the survey
- Use sorting logic

Data Analysis Tips

● Responses (38)

🗨️ Text Analysis

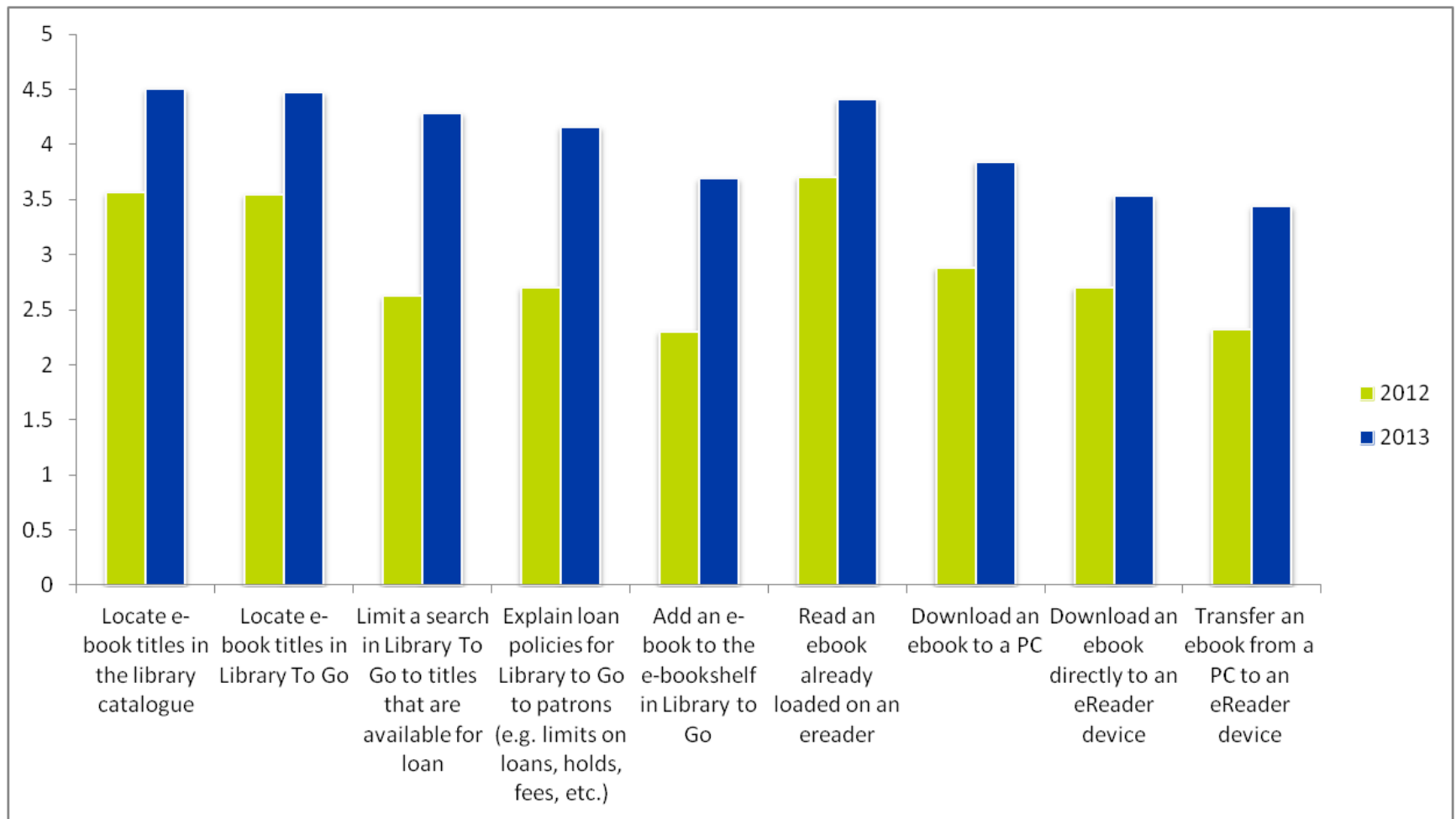


	Not at all comfortable doing this	Have tried it and need more time/training	Do it competently but more to learn	Do it often and with confidence	Could teach someone to do it	Not applicable/ Haven't tried it	Total
Quickly identify the best database to satisfy a particular information need	0% 0	0% 0	11.11% 1	55.56% 5	33.33% 3	0% 0	9

+ FILTER + COMPARE + SHOW

▼ EXPORTS ?

Creating Graphs



Getting from data to a plan...

**It's all about the learner!
(it's not about you)**

Planning Curriculum

1. Identify priorities
 - Topics
 - Outcomes
2. Look at staff preferences
3. Look at organizational resources and constraints
4. Determine the best approach(es)



BREAK!

Developing Lesson Plans

1. Select a topic

Topic ideas

- Excel
- Word
- Outlook
- ILS
- Scanning
- Audiobooks
- Evaluating Resources
- Security
- Social Media
- Mobile Devices
- Hardware Troubleshooting

Developing Lesson Plans

1. Select a topic
2. Draft learning objective(s)

By the end of this session, learners will be able to...

- Carry out basic steps for troubleshooting photocopiers, printers, and projectors
- Locate and use documentation for troubleshooting copiers, printers and projectors
- ...

Developing Lesson Plans

1. Select a topic
2. Draft learning objective(s)
3. Select learning approach(es)

Developing Lesson Plans

1. Select a topic
2. Draft learning objective(s)
3. Select learning approach(es)
4. Incorporate application & practice

Developing Lesson Plans

1. Select a topic
2. Draft learning objective(s)
3. Select learning approach(es)
4. Incorporate application & practice
5. Construct your lesson plan



QUESTIONS?



THANK YOU FOR ATTENDING!