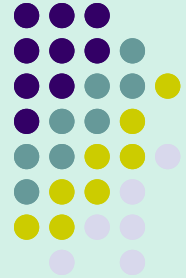


Public Library Instruction:

From One to Nine in Ten

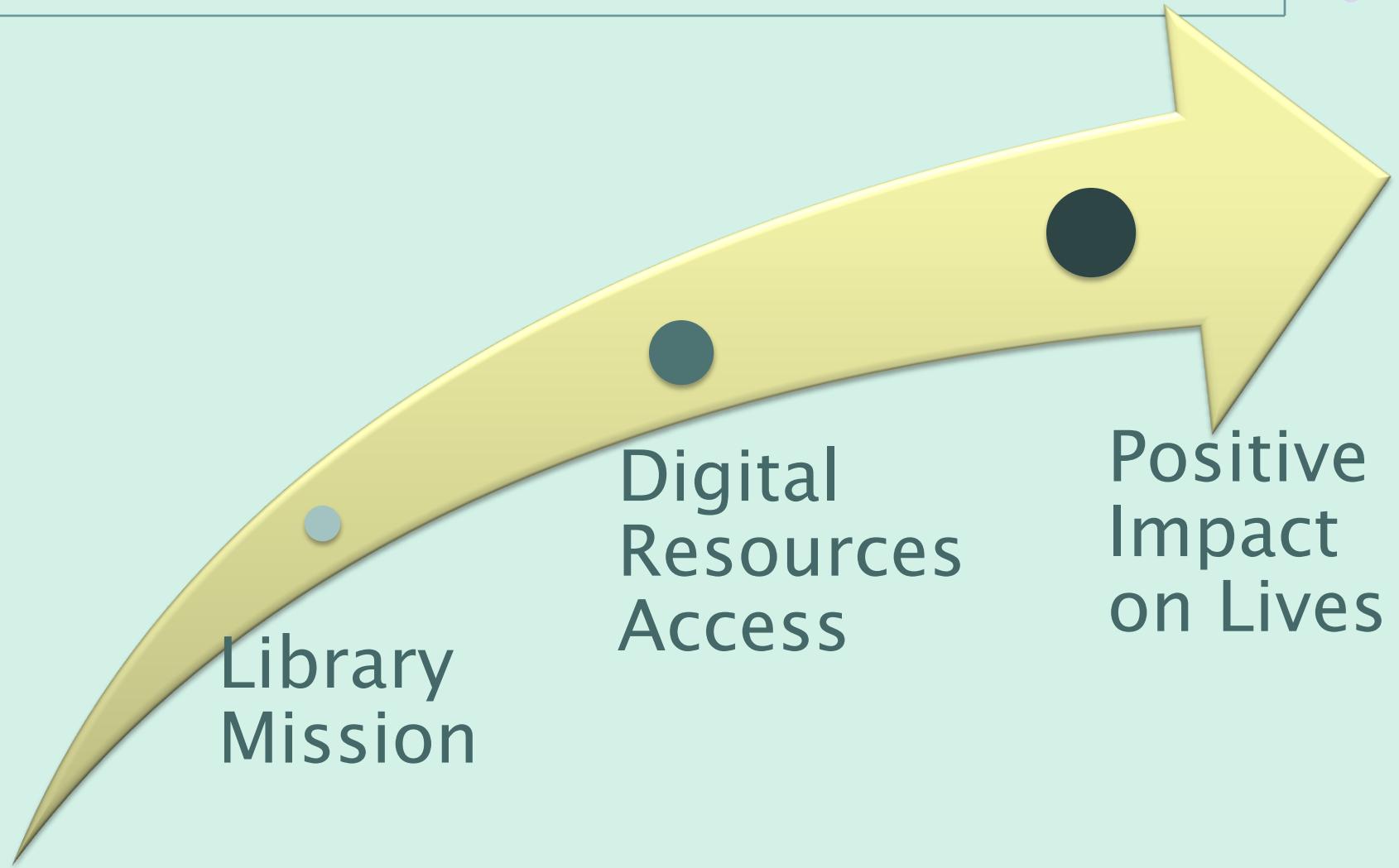
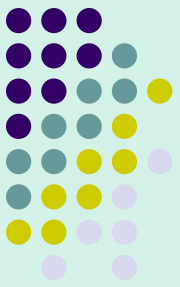


Annemarie Robertson
Cluster Support Manager, Galaxie Branch

Mary Wussow
Librarian, Inver Glen Branch

Dakota County Library

Information Literacy

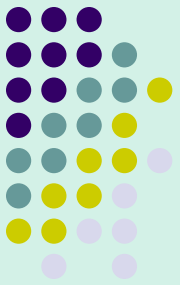


Library
Mission

Digital
Resources
Access

Positive
Impact
on Lives

Beginning

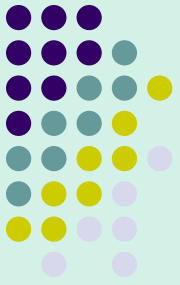


2000

Inver Glen
Library
Classes

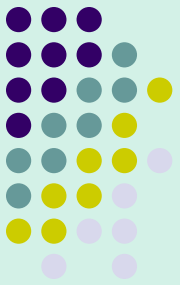
1st computer
lab in county

Early Years



Computer Basics	Mouse Practice	Internet Basics	Internet for Seniors	Library Catalog
Search Engines	Google	Finding Information on the Web	Library Databases	Searching for Magazine Articles
Internet Practice: Arts & Entertainment Sites	Internet Practice: Gardening Sites	Internet Practice: Cooking Sites	Internet Practice: Medical & Health Sites	Internet Practice: Reference Sites
Internet Practice: Travel Sites	Internet Practice: State & Local Sites	Internet Practice: News & Weather Sites	Internet Practice: Telephone Directory Sites	Internet Practice: Entertaining for the Holidays
Email	Cut, Copy, Paste	Buying a Home Computer	Printing	MS Word
MS Publisher: Make a Greeting Card	eBook Demo	For Kids: <ul style="list-style-type: none"> •Homework Help •Children's Authors •Halloween Web Sites •Christmas Web Sites 	For Teachers: <ul style="list-style-type: none"> •Internet Basics •Library Catalog •Library Databases •Google Search Engine •MS Word 	Guest Speakers: <ul style="list-style-type: none"> •Legal sites •Genealogy sites •eBay

Timeline



2000
Inver Glen
Library
Classes

2005
Galaxie
Library
Classes

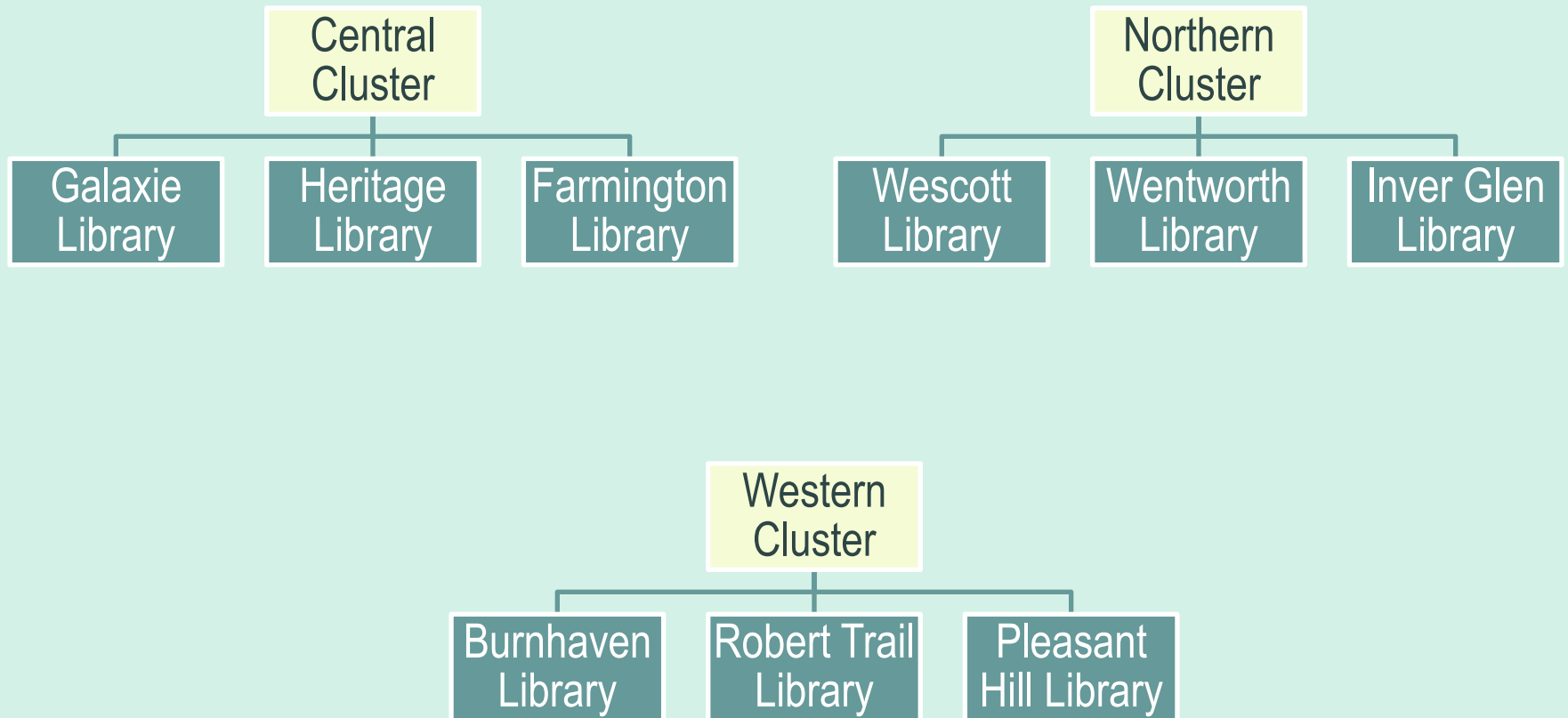
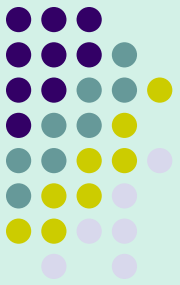
2007
Mobile
Computer
Lab

2008
Standard
Curriculum

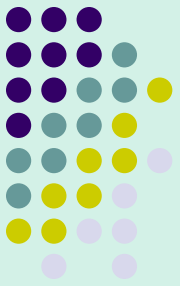
2008
Online
Calendar

2008-2010
Labs in 4
additional
libraries

DCL Organization

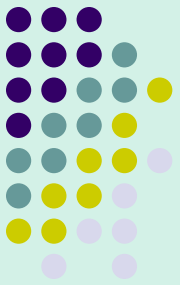


Training Committee



Committee discusses:

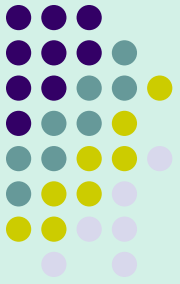
- Librarian responsibilities
- Class subjects
- Schedule
- Procedures
- Publicity



Benefits of Classes



Curriculum - Initial Proposal



1st Tier

Computer Basics

Beyond Computer Basics

Internet Basics

Internet Practice

MS Word

Library Catalog

File Management & Printing

2nd Tier

MS Excel

MS Publisher

MS PowerPoint

Cut, Copy, Paste

Technology Q & A

Resume/Job Search

Advanced
Searching/Databases

3rd Tier

Internet Safety

Digital Cameras

Spanish Language Classes

Web Page Creation

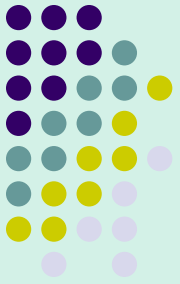
Internet Trends

Email

Downloadable Resources

Customizing Your Computer

Curriculum - Current



Twice/Year at Each Library

Computer Basics

Beyond Computer Basics

Internet Basics

Internet Practice

MS Word

MS Excel

Your Library Online

Twice/Year in Each Cluster

MS Publisher

MS PowerPoint

Email

Advanced Searching
(databases, search engines, homework help)

Resume/Job Search

Other Classes (based on demand & approval)

Cut, Copy, Paste

Digital Camera Basics

Family History on the Internet

Social Networking Tools

Buying Your First Computer

Internet Safety

Technology Q&A

Downloadable Library Resources

Computer Basics

Class Description:

This class will introduce students who have little or no experience with computers to the parts and uses of a home computer. The class will cover topics such as using the mouse and keyboard, as well as familiarize the student with basic computer terminology. Students will also be introduced to working with windows, menus and toolbars.

Prerequisites:

None

Class Length:

1 ½ - 2 hours

Introduction:

This class is meant for students who have little or no experience using computers. The intention of the class is to help the student get over any fear they may have of using a computer. The class will cover definitions of basic computer terms, using the mouse and performing basic computer tasks. We encourage students to repeat the class if they still feel they need more experience after taking this course.

Objectives:

- Learn the main parts of a computer
- Develop a working knowledge of computer terminology
- Access programs using the desktop and the Start button
- Use the mouse and become familiar with the keyboard
- Move and resize windows
- Save and open files
- Perform basic computer tasks in a Windows environment

Key Points:

Uses of a Computer

- word processing, spreadsheets, email, Internet, listening to music, etc.

Parts of a Computer

- monitor, system unit, keyboard, mouse, saving/storage options (hard drive and portable devices)

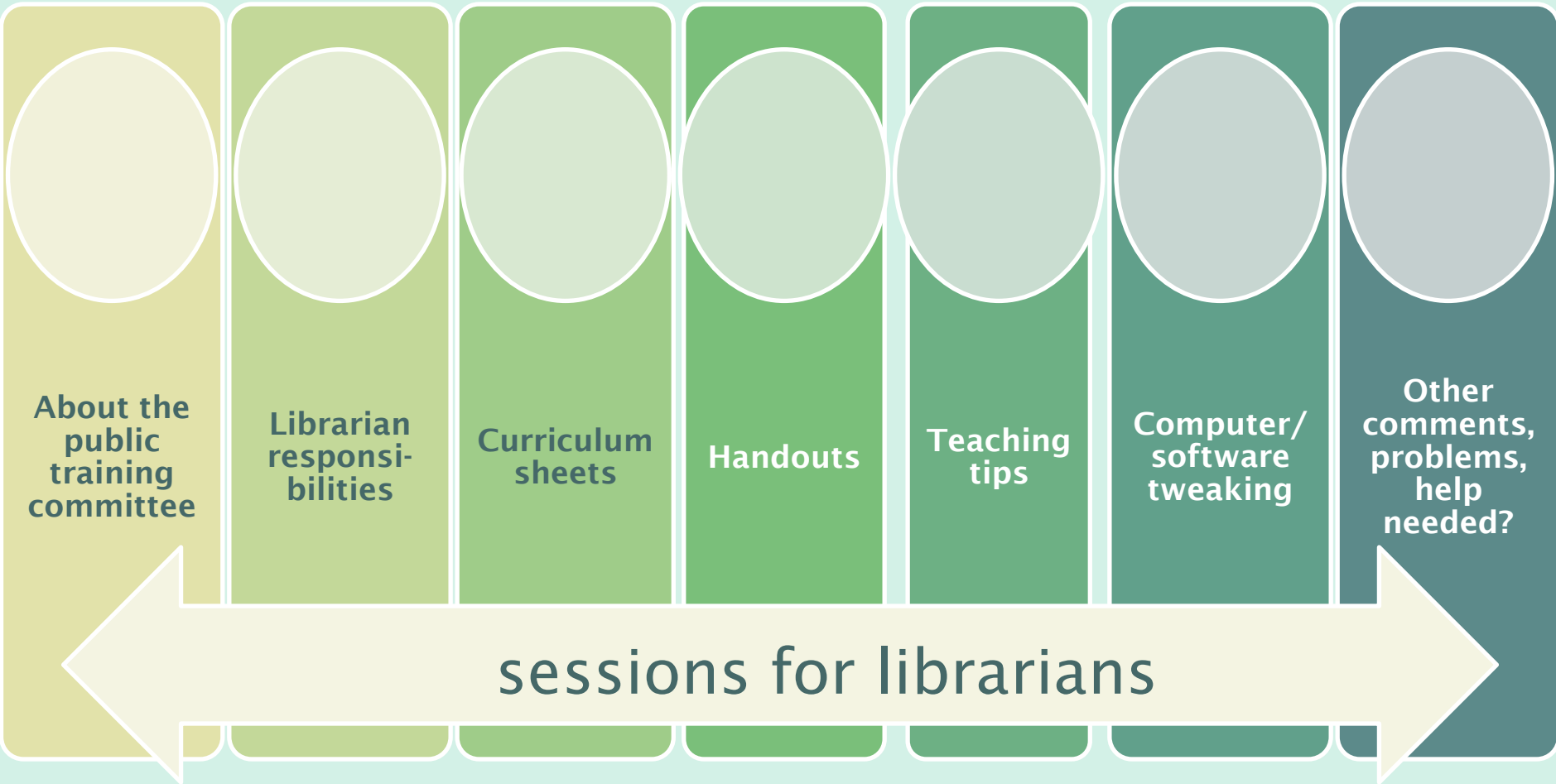
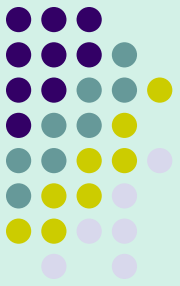
Basic Operations

- what happens when computer starts/boots
- accessing Help through the Start button
- desktop and shortcuts
- how to work the mouse including left and right clicks

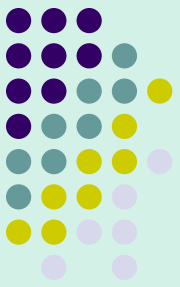
Sample Class Outline

- how to open a program – both through Start button and shortcuts
- how to close a program
- working with Windows – minimize, maximize, restore, drag, moving between 2 programs
- moving through screen including scrollbar
- saving your work
- turning computer on
- shutting down computer

Listen & Review



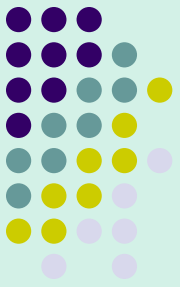
Librarians as Trainers



Resistance to training:



Librarians as Trainers



Librarians are uniquely positioned to train:

Reference skills background

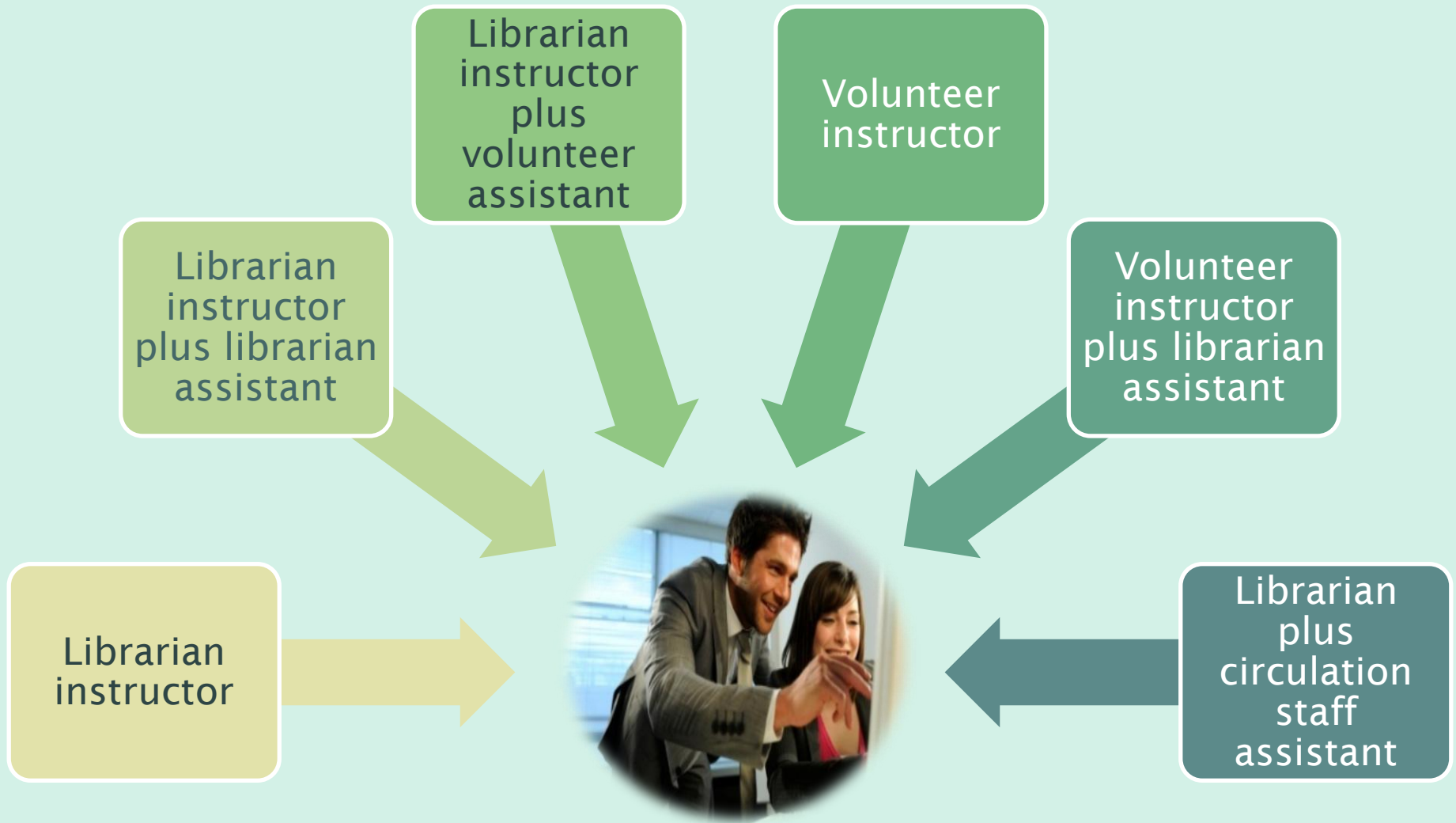
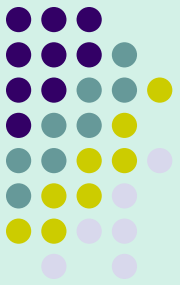
Information organization

Knowledge of resources

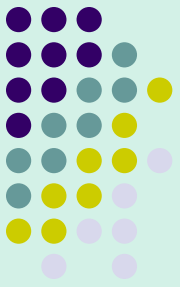
Expert searchers & evaluators

Experience:
Programming
Project planning
Working with the public

Instructor Models



Instructor Models

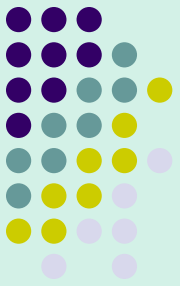


All librarians teach all curriculum

Librarians develop expertise in a few classes

Designated librarians teach computer classes

Scheduling



Weekdays

v.

Weekends

Time of Day

School Year

v.

Summer

Libraries Open

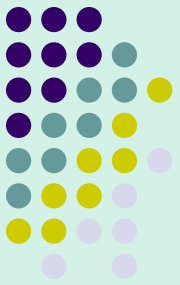
v.

Closed

Coordination
with Partners or
Other Libraries

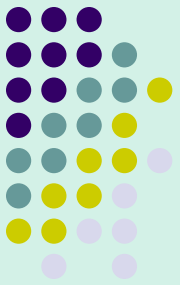
Lab Closed for
Classes v. Open
Computer Use

Volunteers



Pros	Cons
Expertise	Organizational support
Enthusiasm & energy	Representing the organization
Resource sharing	Reliability
Enhance (not replace) staff	Computer system security
Community partnerships	Nature of work

Registration



Notebook



MS Word Table

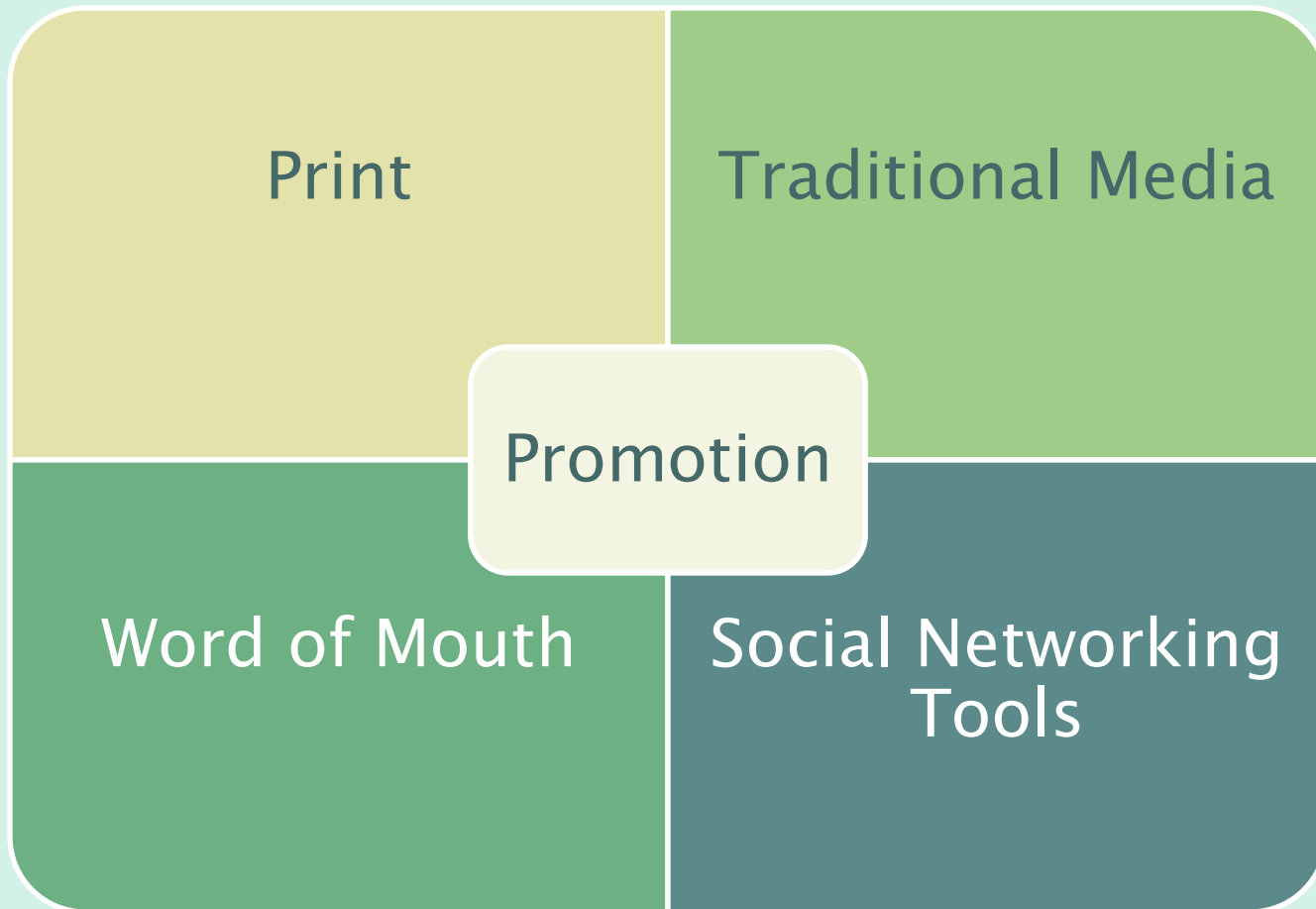
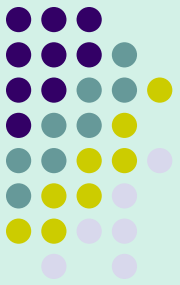


LibraryInsight Calendar

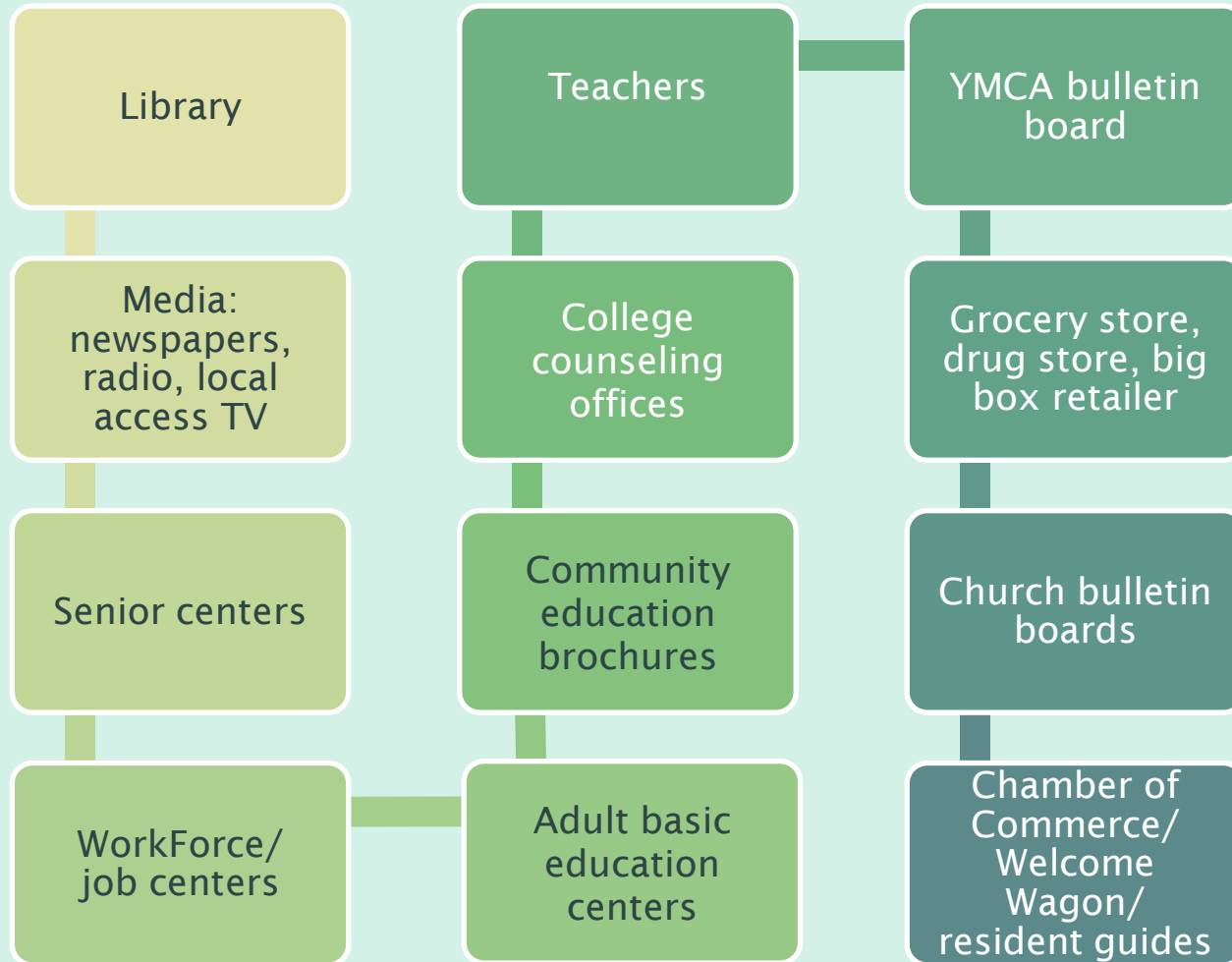


Evanced Library Calendar

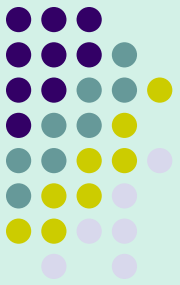
Promotion



Publicity



Partnerships



Other Libraries

Law Libraries

College Libraries

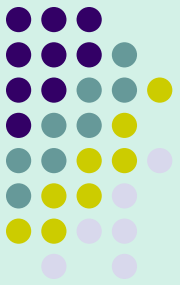
WorkForce Centers

Senior Centers/Housing

ESL Programs

Local Businesses

Challenges



• Role of librarian as trainer

• Subjects taught related to mission

• Classroom control

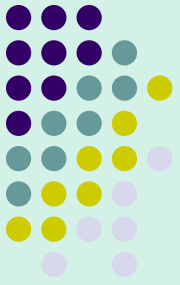
• Skill levels/flexibility

• Free = no shows

• Language barriers

• Maintenance of curriculum/handouts

Teaching Tips



Develop expertise — research!!!

Practice how the presentation flows and practice timing

Don't underestimate the power of handouts

Recommend library materials to the class (books, DVDs, magazines)

Create exercises when appropriate

Use humor

Use real-life analogies for complex topics

If you don't know the answer, say so

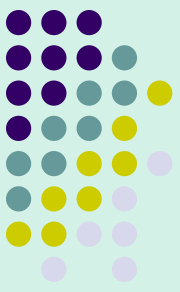
80/10/10

Continually change, adapt, update

Expect to teach a class at least 3 times before feeling comfortable

Accept that you won't please everyone

Remember how confused and scared you may have been around technology



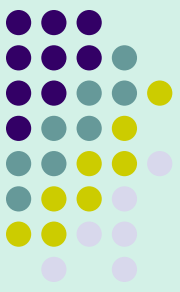
Training Program Tips

Planning

- Plan before teaching
- Involve the people who will do the teaching
- Jump in — don't expect perfection
- No staff? Only one is needed!

Management

- Attempt management buy-in early
- Show benefits to the library & community
- Keep statistics & anecdotal evidence of effectiveness
- Understand different skill sets needed for class preparation & teaching



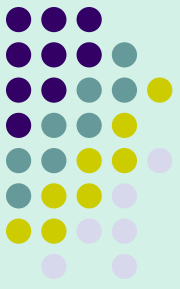
Training Program Tips

Procedures

- Establish registration procedures (registration period, minimum age, waiting list, reminder calls, no-shows, late arrivals)
- Create evaluation form
- Develop methods for handling class disruptions or difficult attendees

Train the Trainer

- Offer a *Train the trainer* class
- Teach librarian colleagues library databases for practice
- Consider team teaching
- Ease in to teaching using a topic of interest
- Observe a nearby class if available

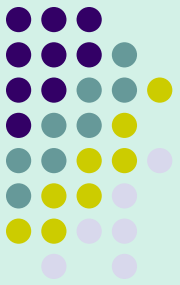


No matter what the challenge



*classes are
worthwhile!*

Contacts



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