



Thoughts on Emerging Tech Training with Christine Peterson, ET Trainer

Q. When you look back over the training sessions, what experiences stand out the most?

A. During the workshop sessions themselves, it was the “ah ha” moments I had myself:

- You could create a background in MySpace that would overlay the required MySpace links at the bottom of the page
- Someone uses the old wireless networking standard IEEE 802.11a (which isn't very fast and not very secure) because no one else does and that makes it secure
- The fastest Internet connection we had – the only place I was able to demonstrate Second Life – was in Hobbs, not Albuquerque or Santa Fe
- The best networking/Internet technical support was in the small town of Truth or Consequences

The participants were ready for this type of information. The overview of the technology plan with some of the emerging technologies in libraries really hit a chord with most of the participants. Going into a little more depth with some of those services in the afternoon was a good way to expand that content. Even those that were more knowledgeable learned something, even as they taught us more. Most groups were very talkative during the workshops and continued to talk and network during the breaks and lunch. There were a lot of interesting conversations going on! The one group that seemed much more quiet was the Santa Fe location. We're still not sure if it was the room lighting, if we did something different, or . . . ?

Q. What were some lessons learned or what would you have done differently?

A. There were some technical obstacles when we arrived at some of the locations. In one, the library had Internet, but not in the meeting room. In another, the meeting room had lots of windows and a skylight and wasn't conducive to a projector-based presentation. This was the result of

relatively new staff going through their first workshop series. Everything worked out in the end. The next time, it might be good to check the site the day before for presentations that require specific technical requirements.

Having lunch together was a great idea – we didn't waste time going out, but were able to use that time for discussions. The final goody bag, which no one knew about, was a great way to top the day off. Very generous!

Many/most people wanted hands-on in the afternoon. I go back and forth about that. Most participants were pretty new to the afternoon technologies, so I feel an overview was necessary. I do, however, hope they continue with hands-on training in labs as a next step.

Q. What are some basic tips you have for libraries to move forward and taking next steps?

A. Take one step or service at a time. Decide on the service to implement, play with it before you go public, and figure out the technical side of it. When you're ready, do a soft launch; that is, start the service (blog, IM, wiki, etc.), but don't publicize. Keep it up for a couple of weeks, then market. Remember to include the new URL (if it is a web-based service) anywhere your contact information is – correspondence, web site, news releases.

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