Discussion Notes: Training, Technical Services

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Sue Koelmel handed out a list of talking points and conducted an open discussion. The following observations were made during the course of the session.

Few in the group were implementing, most were up-grading.

It is hard to keep motivation and interest up when there is schedule slippage on the way to STP.

Take advantage of any campus training services for train the trainer sessions. Schedule training close to STP.

Require training and make clients available for practice. Offer at least two sessions for each module: one overview; one detailed. Make use of scenarios. Pose questions to be answered; problems to be solved.

Use a presenter and a roamer in hands-on sessions.

Customize the Ex Libris documentation. Keep training relevant to workflow and train in test. Practice with real data on work stations in test and in production.

Rapid design changes make good training documentation impossible to maintain. In every case start with the terminology.

Training is time consuming and must be supported by management. Sometimes it is thankless but it is respected. Set aside a time to review progress on a regular basis.

Web based question and answer pages are hard to keep up. Blogs might be used as forums. A problem report page was suggested for questions on new releases. Aleph tips of the week could be posted.

It was suggested that the implementation team select the trainers. Teams of trainers would formulate the training sessions and the documentation. After STP, expert users become resource people.

People learn differently, in different ways, at different rates. Power points, manuals, detailed documentation, cheat sheets, bulleted lists, hands-on activities are all useful. Follow-up can be one on one and use review exercises or real examples. The goal is to have everyone on the same page and functioning on a comfort level at STP. Introduce different ways to do the same things only after the basics are understood.

Power points are useful for module overviews in group situations: what's new; what went where; navigation tips. Procedures and examples are useful for reference on an intranet.