



Online Tools for Training

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[Why Online Training?]

- For participants, requires only (well, mostly) a broadband Internet connection
- Reduces lost staff time due to travel
- Can 'send' more staff to training
- For trainer/host, no need to book large enough venue, provide meals, parking, etc.
- **Dude! Have you seen the price of gas?!**

[Web Conferencing Services]

Services I've used and will cover today:

- **Horizon Wimba's Live Classroom (Web Junction)**
- **ReadyTalk**
- Do search for "event conferencing" and you'll find dozens of options.

Horizon Wimba's Live Classroom

Horizon Wimba's Live Classroom - accessible, cross-platform, virtual classroom and meeting space featuring:

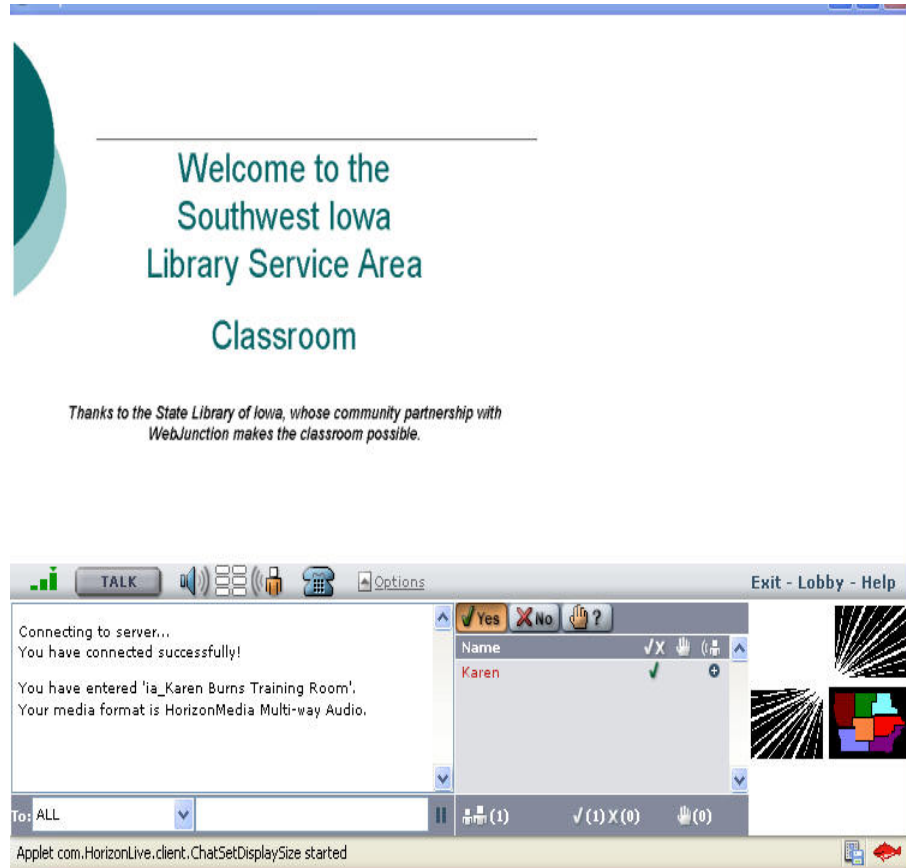
- <http://www.wimba.com>
- **Voice over IP** with an integrated telephone bridge option
- Small or no download (requires **Java**)
- Public and private **text chat**
- Polling and Quizzing
- **Desktop sharing** with remote control
- eBoard sharing with **annotation tools**
- Breakout rooms
- Session **recording**
- Section 508 compliant with closed captioning and screen reader accessibility
- Can share PowerPoint, Net browser, live desktop



(Portions from <http://www.webjunction.org/do/Navigation?category=14519>)

Horizon Wimba – the Iowa Model

- In use by State Library of Iowa and Library Service Areas (regional library support) throughout Iowa.



Horizon Wimba – the Iowa Model

- In use by State Library of Iowa and Library Service Areas (regional library support) throughout Iowa.
- ‘Freely’ available with annual subscription to Web Junction Iowa.
- Using for online and blended learning initiatives, including classes on Public Library Management, Reader’s Advisory, tech topics and more.

Horizon Wimba – the Iowa Model



Random Acts of Continuing Education (RACE)

Random Acts of Continuing Education are hour-long, online sessions on current topics of interest to librarians.

These "just in time" information sessions are scheduled irregularly, as we hear questions/need from librarians. Interested participants meet in the Wimba Room* to get information, ask questions and discuss the topic with colleagues.

Registration for RACE is through the [statewide CE catalog](#)

RACE sessions/topics:

Stay tuned for future RACE topics!

* If you have not attended a class or meeting in the Wimba classroom please follow the link in the registration confirmation e-mail and run the setup wizard, to ensure that your computer is set up to allow you to take full advantage of the classroom's features.

[More information about the Wimba classroom](#) (made available to us through the State Library's Community Partnership with Web Junction).

Horizon Wimba – the Iowa Model

Online CE

SWILSA offers several courses over the web, so librarians can complete the coursework without traveling. We offer both self-paced courses (completed at the librarian's own pace) and synchronous courses, which librarians attend in an online classroom, at a specific time.

Synchronous or Blended Courses:

2008

Date	Topic	Delivery Method	Registration
April 29 <i>Postponed; watch for May date</i>	Cooperative Reader's Advisory	Wimba Classroom	
May 20	Computerside Chat: Del.icio.us and Social Bookmarking	Wimba classroom	Register in CE catalog Information on Computerside Chats

2009

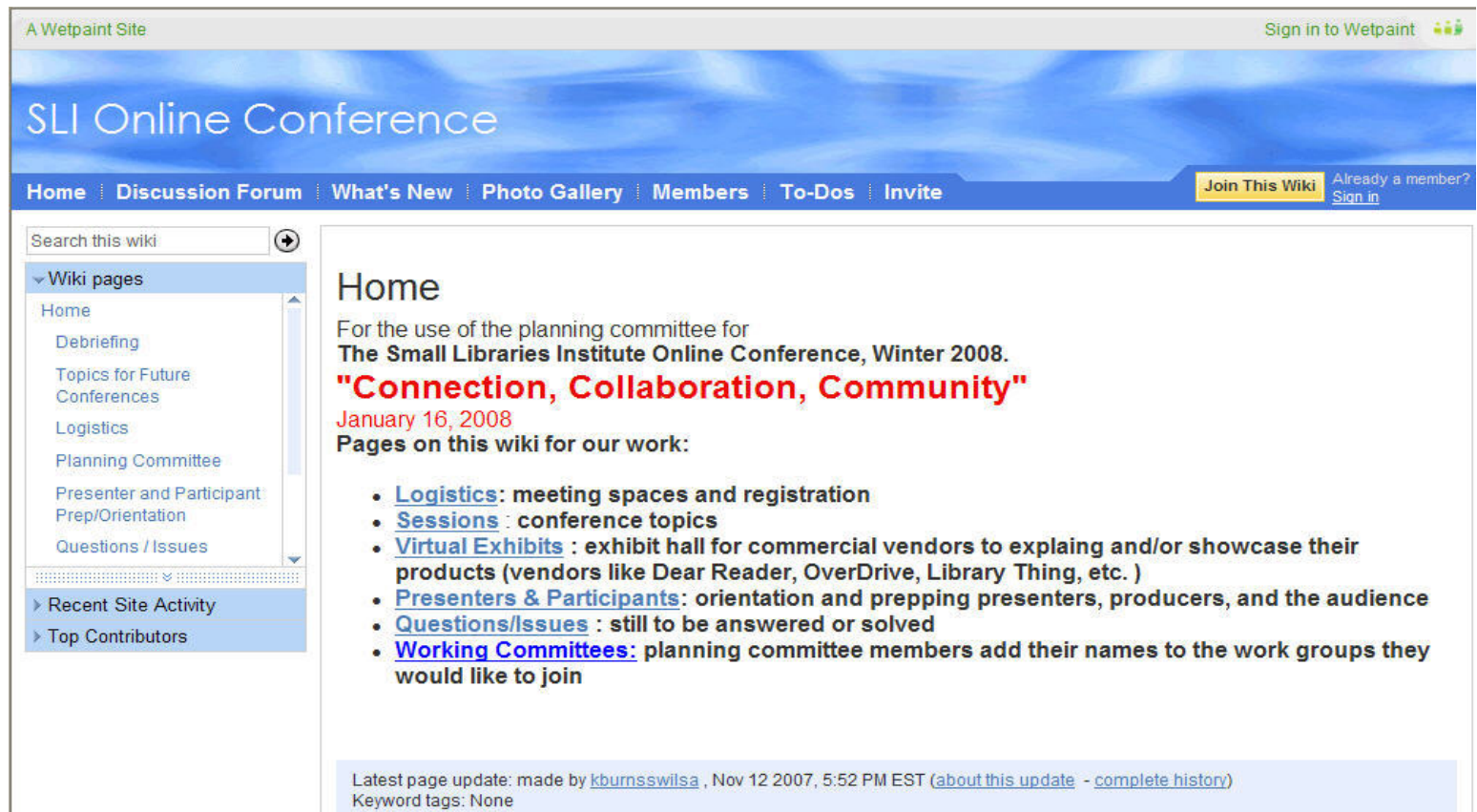
January 21	Iowa Small Libraries Online Conference	Wimba classrooms	
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[Southwest Iowa Library Service Area](#)

427 E. Kaneshville, Suite 404 Council Bluffs, IA 51503 712-328-9218

Horizon Wimba – the Iowa Model

- Iowa Small Libraries group had **Virtual Conference** in early '08 via Wimba – very successful



A screenshot of a Wetpaint Wiki page titled "SLI Online Conference". The page features a blue header with the title and a navigation bar with links: Home, Discussion Forum, What's New, Photo Gallery, Members, To-Dos, and Invite. A search box is located at the top left, and a "Join This Wiki" button is at the top right. The main content area is titled "Home" and contains the following text:

For the use of the planning committee for
The Small Libraries Institute Online Conference, Winter 2008.
"Connection, Collaboration, Community"
January 16, 2008
Pages on this wiki for our work:

- [Logistics](#): meeting spaces and registration
- [Sessions](#): conference topics
- [Virtual Exhibits](#): exhibit hall for commercial vendors to explain and/or showcase their products (vendors like Dear Reader, OverDrive, Library Thing, etc.)
- [Presenters & Participants](#): orientation and prepping presenters, producers, and the audience
- [Questions/Issues](#): still to be answered or solved
- [Working Committees](#): planning committee members add their names to the work groups they would like to join

At the bottom, it shows the latest page update: made by [kburnsswilsa](#), Nov 12 2007, 5:52 PM EST (about this update - complete history). Keyword tags: None.

Wimba Feedback

From **Karen Burns, Administrator, Southwest IA Library Service Area:**

“I appreciate that it has **VoIP, which is much better for our budget than paying for toll-free phone.** We wouldn't have been able to do the Online Conference if we hadn't had VoIP. Of course, if a library doesn't have a very fast or good connection that can be a disadvantage, but most who want to attend online CE seem to have OK connections.

There are some **side, non-CE benefits** that I'm finding, or thinking about:

I have used it several times **to do troubleshooting with librarians, using the application sharing feature.** I don't always “see” what librarians are looking at when they just describe a screen (sometimes they miss the relevant window altogether) and when using different versions of software it's just much easier when I can see what they're looking at, and take them through whatever process.

I am also toying with the idea of **using it for periodic, but regular, “visits” with librarians who are interested.** I can't get to everyone's library and in person as often as I would like, and this would allow me to touch base with them, cover whatever topics might be on their minds, or perhaps do some spontaneous, one-on-one training. I'm still mulling that around, but I think it has some good potential.”

Pros/Cons of Wimba

Pros

- VoIP – nice option to save long distance or toll-free provision charges
- Can also use phone bridge if necessary
- Lots of options, including breakout rooms, side chat and annotation (pointers, etc.) for collaborative work.
- Requires only broadband Internet and minimal (or no) downloads. (see Cons)

Cons

- Requires Java Virtual Machine download. Difficult if in a 'locked down' system.
- “Free” only if have statewide subscription contract with Web Junction.

[ReadyTalk]



- <http://www.readytalk.com/>
- Used by, among others, the TechSoup/MaintainIT project folks, for enhanced telephone conferencing. They also use Wimba for some classes, esp. when in conjunction with Web Junction.

ReadyTalk Features

- **Present Slides** with markup tools
- **Show Your Applications**
- **Show Your Desktop**
- **Grant Control to Participants** for increased collaboration
- **Appoint Co-Presenters**
- **Chat** - Chat privately with co-presenters, one-on-one with participants, or broadcast a chat message to everyone online.
- **Recording & Playback** - download to your website or email them out to absentees. Playback does not require a special player or download.
- **Integrated audio and web controls** - One-click controls to mute, un-mute, lock or dial out directly to participants. Also bring in operator.

[ReadyTalk Feedback]

Feedback from Kami Griffiths, TechSoup/MaintainIT Project:

“What we use ReadyTalk for:

Record interviews, conference calls, collaborative meetings, webinars, online trainings, software demonstration, software training, podcasts. **It adds a level of interaction that regular conference calls don't: visuals.”**

“What I think of them:

Some aspects of Wimba are better than ReadyTalk, participants can write and draw on the screen, there are break out rooms, individuals are able to chat with another participant. But **[Wimba is] clunkier when it comes to showing the desktop and applications and allowing participants to take control of your machine.** [With ReadyTalk] we did a training for someone in South Africa and had her take control of my machine and I could see where she was moving the mouse and give better direction. It worked really slick.”

Pros/Cons of ReadyTalk

Pros

- “Operator” useful for dealing with technical issues on the fly.
- Good for enhanced teleconferencing – allows addition of visuals to conversation
- Better ability for two-way desktop sharing, more intuitive
- “Lighter” on the machine – fewer downloads (i.e. less headache for Louise!)

Cons

- Not part of Web Junction subscription/contract, if your state has one
- No ability to side chat with another participant, fewer annotation and collaborative options
- Funny problem I’ve seen: if you type one access code into your browser, and another into phone (toll-free), you may hear one presentation, but see another!

[Last thoughts on web training]

- Many more software options (On24, Audability, etc.)
- Online training is exploding as gas prices skyrocket and library budgets shrink
- Need for training overall continues to increase, as we attempt to adapt to a 2.0 sort of world
- Collaborative work of all kinds is also increasing – online papers, multi-library tech projects, etc.
- **Louise's Maxim: We (librarians) are always better when we work together. Our superpowers increase exponentially!**



Thanks!

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