How Online Training Resources Help Busy Researchers

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Sandia National Laboratories is a multi-program laboratory managed and operated by Sandia Corporation, a wholly owned subsidiary of United Technologies Corporation, for the U.S. Department of Energy’s National Nuclear Security Administration under contract DE-AC04-94AL85000.
Presentation Summary

- Overview of the Sandia Technical Library training website.
- Alerts and links to vendors’ online training materials
- Calendar
- Videos
- Metrics
- Marketing and Promotion
- Conclusion
Sandia National Laboratories is a multi-program laboratory operated and managed by Sandia Corporation, a wholly owned subsidiary of Lockheed Martin Corporation, for the U.S. Department of Energy’s National Nuclear Security Administration. With main facilities in Albuquerque, N.M., and Livermore, Calif., Sandia has major research and development responsibilities in national security, energy and environmental technologies, and economic competitiveness. Sandia’s workforce is comprised of approximately 8,600 regular employees, around 3,500 of which are research scientists and engineers working in a variety of disciplines.
The Technical Library provides to all Sandia National Laboratories sites the acquisition and access to book and electronic content (journals, full-text databases, abstracts, indexes, and standards). As of 2011, the Technical Library collection includes 66,000 print books, 100,000 eBooks, 8,000 journals, and more than 50 database, indexing, and standards resources. Services include reference and research, interlibrary loan, document delivery, training and outreach. Library branch locations include five New Mexico buildings, and a library at Sandia’s California location.
The Technical Library website was created with Microsoft SharePoint®. For more information about SharePoint capabilities and features, see Microsoft SharePoint 2010, [http://sharepoint.microsoft.com/en-us/Pages/default.aspx](http://sharepoint.microsoft.com/en-us/Pages/default.aspx) (accessed Feb. 20, 2012). The library website has a full-time Web Content Manager and I maintain the Training page of this website.
A 2011 poll on the Technical Library website indicated that video tutorials, webinars and online help are the most helpful to Sandia staff. The training website was created to provide busy lab staff with instruction on library resources as quickly and easily as possible.
The training subsite of the Technical Library website is accessed from the top navigation bar. It contains five main components, each a Sharepoint “web part”: contact information, a link to an Alerts page, links to resource help, a webinar calendar, and a list of training videos.
An Alerts Services subsite was implemented in January 2011 and is linked from the Training page. This subsite lists vendor alerts services by type of alert and method of delivery. We provide information on the five types of alerts: citation, new content (or new title), news, subject, and table of contents; and the two types of alert delivery: email and RSS feed.
The main visual feature on the training page is the Webinar Calendar. This calendar web part is updated monthly from vendor alerts such as email and RSS feeds. Special vendor webinars just for lab staff are regularly scheduled and also posted to this calendar. The special webinars offer instruction in specific skills such as citation searching, personalized features, advanced searching of chemical and numerical indexes.
The right hand column of the training page contains video tutorial links. This list include in-house screencast tutorials. Screencast tutorials are made using Camtasia Studio software and include scripted instructional walkthroughs of common library tasks such as searching for articles and checking your library account.
This is an example of a video tutorial created with Microsoft PowerPoint® and Camtasia Studio 7® software. It includes a quiz at the end of the video. The video is short: four minutes, with audio narration.
Creating a video tutorial includes using Microsoft PowerPoint® and Camtasia Studio 7® software, recording audio narration, and publishing the final product to the library training page. A corporate presentation template is used in PowerPoint, then recorded in Camtasia. Screencasts showing step-by-step demonstrations are recorded with Camtasia Studio’s Recorder. Audio files are recorded with Windows Sound Recorder and imported into Camtasia. Features such as callouts (arrows, boxes) “Zoom-n-Pan,” and transitions are also added in Camtasia. An interactive quiz can be added in Camtasia as well.
SharePoint® can provide metrics on web page usage so you can see which website features are being utilized and which features or pages need marketing/promotion. Also, the list web part in SharePoint can be used for a Feedback page that is available from the top navigation bar.
Marketing and promotion to Sandia staff about library training services includes regular announcements on the library home page; weekly news items in the Sandia Daily News (emailed lab-wide and posted on the intranet); list-serv email to the library users group, which has over 500 members, including the Library Board; and a monthly email to new employees that introduces the library, describes our services, and includes an invitation to a monthly orientation meeting held in the main library, with a link to the orientation video. Since the orientation video was created in 2011, it averages over 100 views a month, while attendance to in-person orientation has dwindled.
QUESTIONS?

Thank you!

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