Teaching tech in your community

Community Librarian & Teaching Tips for Tech
Who we are & where we're from

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FOR LIBRARIES TO MOVE FORWARD AND HAVE A Viable FUTURE, WE NEED TO BE CO-CREATORS OF OUR COMMUNITY’S GOALS AND DREAMS.
Why do I say that

MY LIFE AS A COMMUNITY LIBRARIAN, TECHNOLOGY
What has that meant for me over the past year?
We need a strategy that makes us relevant to the community and to the future of society.
Timeline for Strategy

WHERE DO WE WANT TO BE IN 5 YEARS?
What am I going to talk about?

- What was my starting point when I began
- What have I learned as a basis for strategy
- What is the intellectual basis of my strategy and what is my big action item in the strategy
My Starting Point

- We hold about 3-4 computer classes a week
- We hold 1-2-1 appointments for eReader help and library resources help
My Constraints

- I had no budget of my own
- Staff were at capacity – so I could not direct them to run different/more programs
- We had an iPad or two that I could take out into the community
Constraints are good

WHY?
What I did due to constraints

- I spent time in the community
- I thought completely outside the library structure
- I had to re-think technology
What Did I Learn?

- People don’t have technology needs – they have life needs, goals and dreams
- It was impossible for me to think in terms of classes
- I had to get out of my technology comfort zone
What I Learned From Teens

- WE HAVE DREAMS
- WE WANT TO BE EMPOWERED
What Else I Learned From Teens

THEY DIDN’T WANT TO ITERATE
In a Nutshell

- Dreams and goals are important — not technology
- Empowerment is important
- Goals and dreams are incredibly varied
- Iteration is central
- We need to be the co-creators for our community's goals and dreams
The Basis of My Strategy

WWW.IDEO.COM
Three Lenses of HCD

- Desirability: What do people desire?
- Feasibility: What is technically and organizationally feasible?
- Viability: What can be financially viable?
The solutions that emerge at the end of the Human-Centered Design should hit the overlap of these three lenses; they need to be Desirable, Feasible, and Viable.
Central Action Plan

YOUTH DESIGNERS-IN-RESIDENCE
Finding ways for our community to innovate is how we will be innovative.
LIBRARIES NEED TO BE CO-CREATORS OF THE COMMUNITY'S GOALS AND DREAMS.
Brief intro to the CTC

- 127 computers
- 2 classrooms
- 50-60 classes a month
- 1:1 appointments
- Community classes
- ideaLAB
- Staff training
- Email and phone tech support
- Full class list, curriculum & handouts: denverlibrary.org/ctc
3 points of contact

- on the floor
  don't touch the mouse
  5 min. limit
  pick your battles

- 1:1 appts
  1 hour
  focused topic
  resource intensive

- classes
  1 - 2 hrs
  5 - 30 people
Iterative lesson design

- write
- play
- teach
- edit & evaluate
Don't reinvent wheel
Come to material as a learner
Record steps necessary
Identify learning objectives
20 minute rule
Aim for project-based lessons
Multiple chances to practice
demo-then-do | solo activities | group tasks
Build in comprehension checks and evaluation
question and answer | repeating activities
**Low Skill Baseline**
- Repetition
- Opportunities to practice
- Explicit context
- Step-by-step handouts

**High Skill Baseline**
- Repetition with increasing complexity
- Out of class practice
- Implied context
- Summary handouts

**define audience & learning styles**
Adults
Specific goals
More hand-holding
Specific project with identical results

Teens
Future goals
Framework with points of freedom

Be sure to anchor skills in context for both
build an editing team with different strengths
find a noob
always return to learning objectives
You're now stuck here forever

teach

edit & evaluate
internal evaluation:
in-class check-ins | curriculum team | staff observation

external evaluation
patron survey | attendance | outcomes
Determine when to teach classes
Decide: keep or kill?
give things time to succeed or fail | outreach vs. topic failure
Use as guide for future class development
resources

denverlibrary.org/ctc
  curricula, handouts

teen.denverlibrary.org/idealab
  project cards
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