Moving from Hands-on Labs to Webinars

JerseyCat Training Program

Scherelene Schatz
JerseyCat and JerseyClicks Project Manager
New Jersey State Library
Trenton, NJ 08625
609-278-2640 Extension 158
sschatz@njstatelibrary.org
Learning Objectives

• By the end of this session you will know:
  – What is JerseyCat?
  – Who is the target audience of training sessions?
  – What venues were used for training sessions in the past?
  – Why are webinars a viable option?
  – How do you set up and prepare for a webinar?
  – How well are webinars being accepted by the target audience?
What is JerseyCat?

Started in 2002, JerseyCat is New Jersey’s statewide virtual catalog and interlibrary loan system.

More than 700 public, school, academic, and special libraries are members.

Allows for patron initiated or staff initiated requesting of all types of library materials including CD’s, DVD’s and audio books.
Who is the target audience of training sessions?

Reference staff who assist customers in placing their requests
Interlibrary loan staff who do the interlibrary loan workflow tasks such as placing requests, updating statuses, and checking items out to library customers
Some catalogers who use JerseyCat for the downloading and editing of MARC records
What venues and methods were used for training in the past?

Since JerseyCat’s beginning in 2002:
- Hands-on labs in different libraries of the state
  - A combination of demonstration and hands-on lessons. Used exercises to ascertain that participants were understanding the lesson.
- Annual JerseyCat User Groups
  - Demonstration and discussion meetings. These continue once a year.
JerseyCat listserv is used for communicating important information.
JerseyCat blog is used to make special announcements and post other information that is needed by New Jersey interlibrary loan staff members. Information included is upcoming training sessions/webinars, past slide presentations, and links to documentation.
Why are webinars a viable option?

Reach an audience that is geographically dispersed.
Sample webinars we offer:
Beginner searching and requesting
The interlibrary loan workflow
Configuration of default settings and screens
Sending electronic files as attachments
System upgrade updates
Audience is acquainted with the system.
Many participants cannot leave their library buildings especially in school libraries.
Greatly reduces travel costs for participants and the presenters
How do you set up, prepare, and conduct a webinar?

1. Choose a vendor. Some possible packages include Citrix “Go To Webinar”, Webex, Microsoft Office Live Meeting, or iLinc.

2. Create and pay for your account.
Enter the title and description of the session.
Choose the dates and times of the sessions and enter them into the appropriate fields of the form.
Enter your telephone number and telephone access code.
Choose the fields you want answered on the registration form.
Enter your polling questions to be asked throughout the session. These are multiple choice questions that you can ask to keep your audience engaged in your session. It also provides an avenue for you, as the presenter, to know whether your lesson is being understood.

Usually ask 2 or 3 questions during an hour presentation.

If it’s a shorter session, I wouldn’t want to ask more than one.
You can create an evaluation form for your participants to answer as part of the set-up. Their responses are sent to you via your performance reports. You can have evaluation pop up when the individuals exit the webinar or send a link to the evaluation to your participants in an e-mail message.
Sample invitation to send to your potential audience. I send invitations to the JerseyCat listserv and the four regional listservs. I also post the registration links on the JerseyCat blog.
The webinar software sends the link to connect, along with the telephone number and access code, to the individual’s e-mail address after he or she has registered. Reminders are sent 24 hours ahead of the session, and 1 hour ahead of the session.
This is the control panel that the leader of the webinar sees. The leader can see:

- How many people are participating
- Who the participants are
- Are your participants looking at the screen? Are they being attentive?
- A link to the polling questions
- A chat room for people who prefer to communicate through chat

It is important to be certain that you “Show your screen” to everyone by clicking on the button in the upper left of the control panel.

Your Powerpoint presentation or live demonstration needs to be on your screen so all can see your presentation.
How well are webinars being accepted by the target audience?

Evaluations of the webinars are ranking this method of training just as high or higher than they ranked the hands-on sessions.

They are asked to rank speaker’s presentation, hand-outs, their ability to accomplish the task that is covered during the session, and the overall program. An average score of 4.2 of an overall score of 5.0 is accomplished.

Many tell us that they love being able to attend a webinar rather than traveling to a hands-on lab. Many libraries are short staffed and cannot send their people to training sessions outside of their libraries.

We are reaching many more people with our training sessions now than we were when we did them in hands-on labs.
Satisfaction Ratings in Hands-on Labs

5.0=Excellent and 1.0=Poor Rating Scale
JerseyCat Webinar Ratings 2009-2010

Overall Program
Met Expectations?
Speaker Presentation
Handouts
Capability to do task

5.0=Excellent and 1.0=Poor Rating Scale
What information is shared with you through your reports?
Participants’ names and e-mail addresses
When they joined the session
Questions they asked via the chat feature
Answers to polling questions
Post Session Survey Questions

Q: Handouts
A: 5

Q: What did you like most about the webinar?
A: the speaker presentations, and the new ways they have set up.

Q: Please rate the overall workshop using the following scale: 5=excellent 1=poor
A: 5

Q: Were you comfortable with the webinar setting for this session? Was enough information shared with you?
A: YES I WAS COMFORTABLE, AND YES THERE WAS ENOUGH INFORMATION SHARED WITH ME.

THANKS A LOT: SCHERELENE

Q: Overall program
A: 5

Q: Met your expectations
A: 5

Q: Speakers presentations
A: 5

Q: What type of library do you represent?
A: Public

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Answers to the survey (evaluation) questions.
Final Tips

1. Be certain to mark your calendar for the dates you choose. You don’t want to miss your session!

2. Nothing substitutes for good preparation. Always have your Powerpoint or demonstration planned with details.

3. Ask your participants to mute their phones so background noise does not interfere with the presentation.

4. Send a handout to your participants ahead of the session. They will have a document for note taking.

5. Use polling questions to ascertain that your participants are understanding your lesson.

6. Prepare evaluations questions to get feedback.

7. Read your reports and take your participants’ observations into consideration.
Thank you!