



Learning 2.0 @ Imperial College London Library:

Evaluation of user experiences of a web 2.0 tools and technologies programme for library staff,
and how it may be adapted for NHS staff

<http://learning20atimperial.wordpress.com>

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Why Learning 2.0?

“would be helpful to investigate the info given in a practical session”

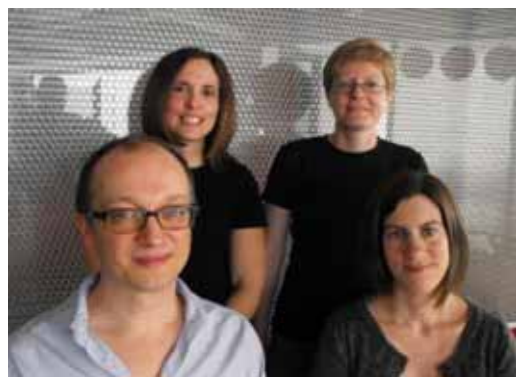
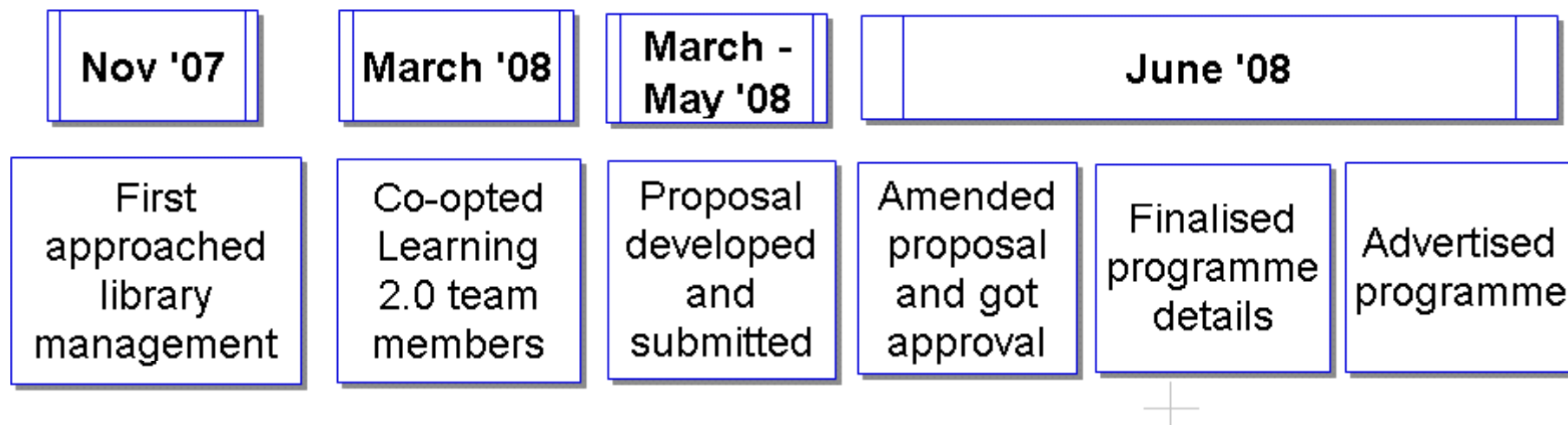
“explore the resources further in selected workshops”

“a hands-on session on this topic would be good”

“...practical sessions...would help”

“it would be more helpful to have a hands-on session”

Planning our programme



Our Learning 2.0 team

“A major reason for taking part was to show support from a senior management level for the programme which I think was important to do”

(e-strategy director, June 2009)

How our programme worked

Focus on technologies as a whole with required and optional exercises
Part of structured staff training programme – more in depth treatment of topics
Focus on specific Imperial/higher education examples
No prizes
Mix of self-paced, drop-in sessions and workshops

Structure

Self-paced

One hour a week completely online

Drop-in sessions

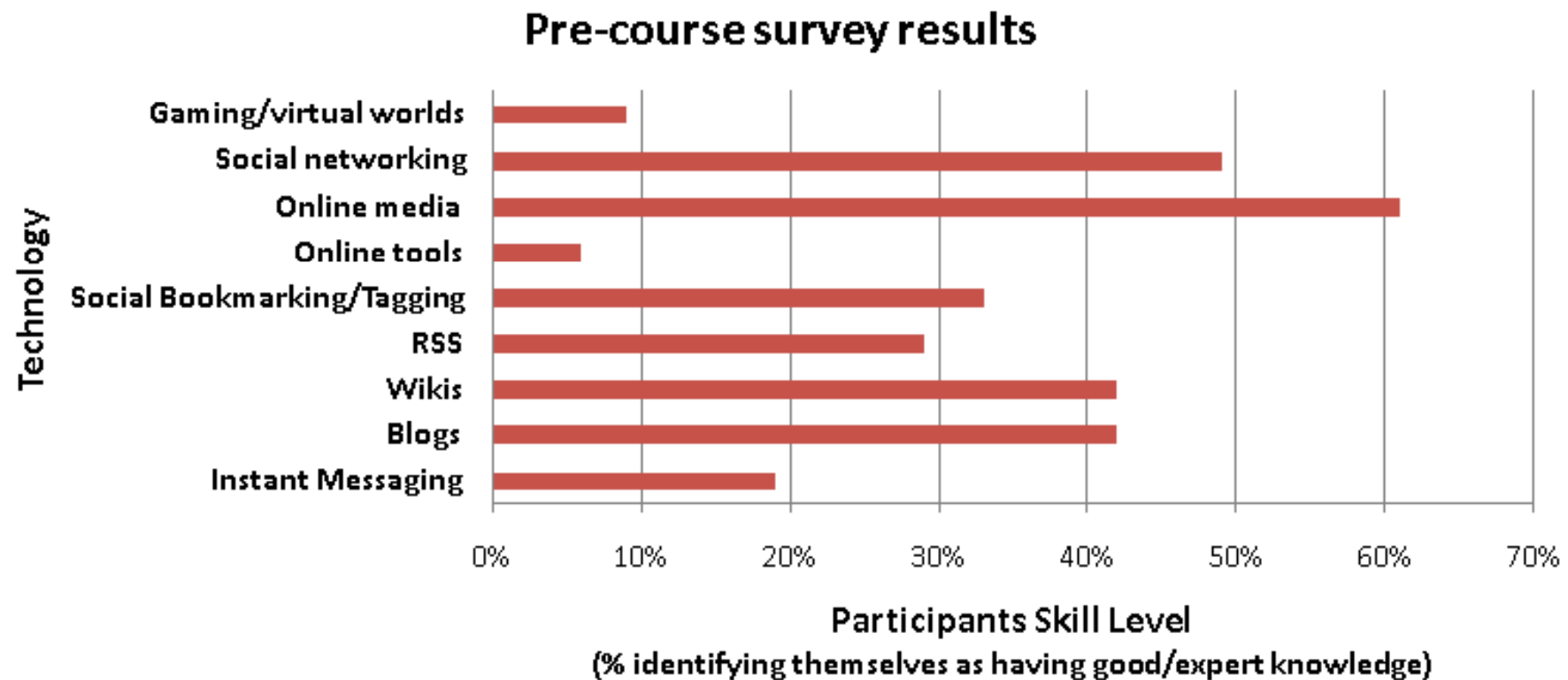
Optional one hour a week unstructured session - team member available for advice

Workshops

Three workshops – introduction to programme/multimedia/Second Life



Levels of prior knowledge before starting the programme



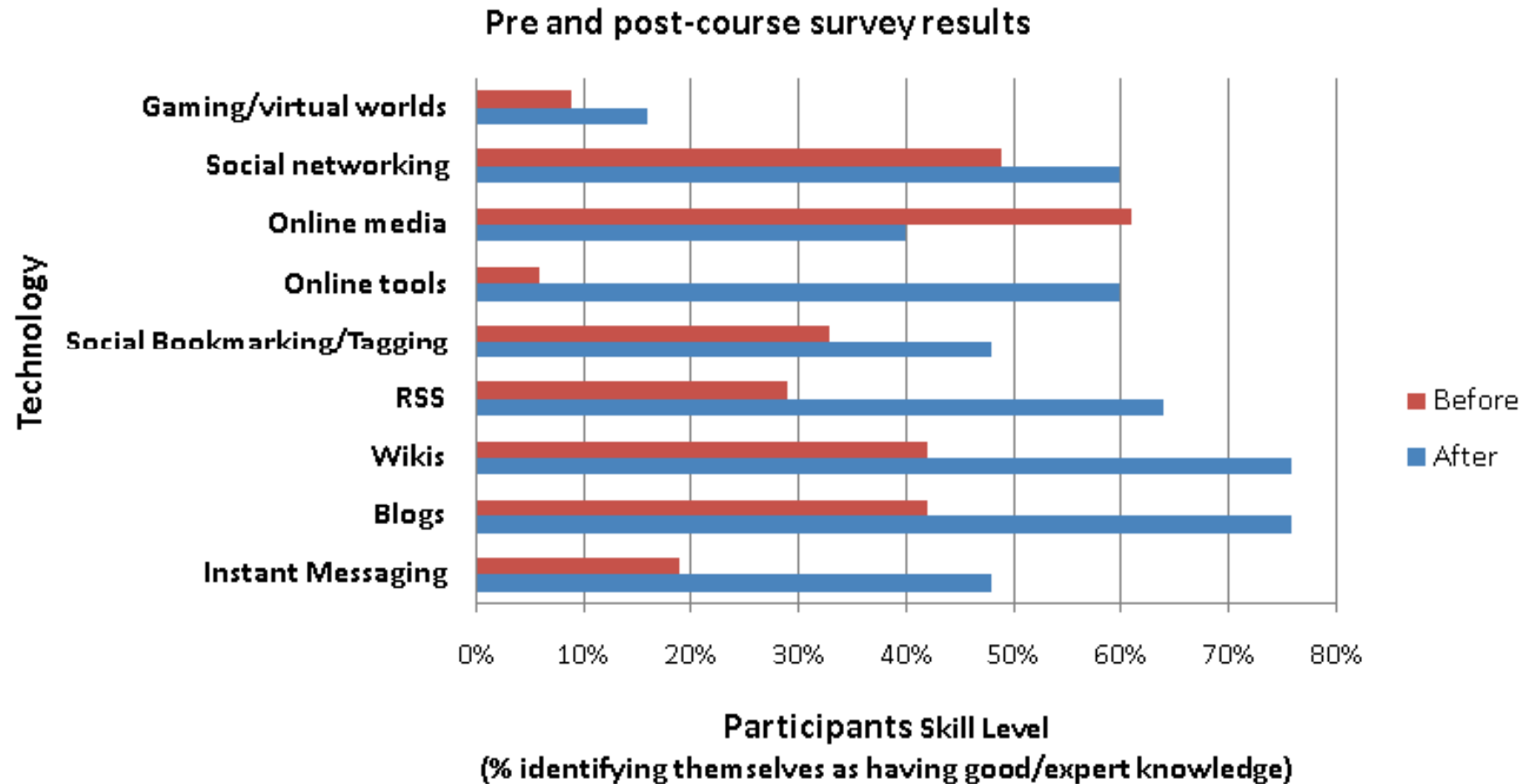
What didn't work quite so well?

participation drop-off
too many passwords
hour a week not enough
lack of commenting on blogs
content balance
timing
time consuming to develop

What worked well?

discovering technologies
staff now using tools communities developed
increased confidence levels
enthusiasm of participants
range of exercises and activities
learning experience for team

Effect the programme had on knowledge



Our tips on how to run a successful Learning 2.0 programme

get timing right

survey/interview participants

management buy-in

dedicated and enthusiastic team

good balance of content

How we changed the programme for the 2009 version

Started and finished the programme earlier

Changed some of the activities

Learning 2.0 team regularly commented on blogs

Offered to non-library staff

Programme ran for longer

Introduced learning groups

What happens next...

Make the programme more modular

Get participants to choose certain number of modules

Offer to other College members

Same number of technologies

More workshops

In the words of our participants

“...very good programme... learned many new skills and tips...and now using them regularly..”

“Excellent programme, would thoroughly recommend”

“I hope this program can be run again and give other staff who didn't have chance to participate this time”

100% of participants filling in the post-course survey said they would recommend to other staff

Learning 2.0: My Experience

- A 'practical smorgasbord'
- Surprise delights, continuing usage: Blogs, iGoogle
- Continuing, but now-informed, disuse: Twitter and Second Life
- Not enough time, but never enough time
- Interactive aspect fun
- A sense of achievement, even an award!

Regan's Rantings, Ravings, and Revelations



A post-blitz rave...and rant

Having fallen behind in recent weeks, I've done a blitz of the Week 2 and 3 materials. So...where to begin? RSS has always been a bit of a mystery up to this point, and, to be honest, I hadn't been too keen to explore what it meant because a) no one I knew had really raved on and on about it (this as opposed to, say, Facebook) and b) I was put off by the name: 'RSS'? (I'm allergic to acronyms.) When I started to read what RSS was actually all about, though, I soon discovered that it was really handy. One of the problems with the Web is that there's so much out there and it's difficult to keep track of the 'highlights' of sites that are handy or personal favourites. Something like Google Reader, though, makes this process really easy.

I've set up feeds from a number of my most-visited sites (The Onion, Arts and Letters Daily, Smashing Telly - which is a great place to find interesting/obscure videos online, if you haven't heard of it), and now I just sit back and let the 'goodies' roll in. Brilliant! I haven't had the chance to set up a

Jul 06

2 Comments

About author

6'2" expatriate American librarian. Plays the drums. Likes Battenberg Cakes and being rather silly. 'My hero.' - Rebecca White

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Setting up your own Learning 2.0?: Web 2.0 and NHS-specific Issues

Potential issues:

- Cart before the horse?: Basic computer literacy first
- Hardware and training costs
- Internet access issues, and safeguarding people's privacy
- As ever, time constraints
- How to market the programme?
- Standards/accreditation of information presentation

...But a strong case overall

- Clear benefits of user education programmes
- Web 2.0 balances out Web 1.0 'information overload'
- Already widespread usage: WikiSurgery; YouTube Children's anti-smoking campaign; 'Disease guides'; Patient Opinion, et al...
- Overall: Web 2.0 is the future, plain and simple!