COMPUTER TRAINING FOR THE PUBLIC

POLICY QUESTIONS TO ADDRESS

1. Why does the library offer computer training for the public?
2. Are some types of computer training a higher priority than other types of computer training?
3. How does the offering of computer training for the public support the library's goals and objectives?

REGULATIONS QUESTIONS TO ADDRESS

1. What types of computer training will be offered?
2. What is the maximum number of attendees that will be accepted in each class?
3. Who will offer computer training for the public?
    a. Only staff?
    b. Only certain classifications of library staff?
    c. Volunteers?
    d. For profit contractors?
4. If volunteers are authorized to present computer training, are they required to complete a training program or orientation to be designated as a computer trainer?
5. Who is responsible for designing the computer training and producing any related materials that will be used in the class?   Will attendees be given a work book or handouts that they can take home with them?
6. Will all computer trainers be expected to present a standard curriculum for the various types of computer training that the library offers?
7. Is there a fee to attend the computer training? Under what circumstances, if any, will the fee be waived?
8. If there is a fee, when must it be paid (e.g. at the time of registration, prior to the start of the class etc.)?
9. Are there restrictions on who can attend the training? If so, are they based on:
    a. age?
    b. residence?
    c. prior attendance?
10. Is registration required to attend the computer training? If so, how does a person register?
11. If registration is required, who is
    a. responsible for registering attendees?
    b. notifying attendees that they have been registered?
    c. determining and publicizing that the session is filled?
12. Who is responsible for scheduling the computer training sessions?
13. Where will the training be offered?
14. Will the attendees be given any printed information about the library during the training session? If so, what?

15. Under what circumstances, if any, will the library accept financial support or donations of goods and/or services to help defray the cost of one or more computer training programs? If the library is willing to accept such support, how will they recognize the contribution?
16. What statistics, if any, will be kept about computer training sessions presented in the library? If so,
    a. how are the statistics to be reported?
    b. to whom are they reported?
    c. how frequently are they reported?
17. Will staff be asked to evaluate the training? If so,
    a. what criteria will be used to evaluate the training?
    b. how will the evaluation be conducted?
    c. to whom will the completed evaluation be given?
    d. when is the evaluation to be submitted?
    e. how will the results of the evaluation be used?
18. Will program participants be asked to evaluate the training? If so,
    a. how will the evaluation be conducted?
    b. to whom will the evaluations be given?
    c. how will the results of the evaluation be used?