Article

Tech Expo: A Model for Emerging Technology Education for Library Staff

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Abstract

Emerging technologies, such as personal information management tools like Zotero, productivity software like Google Documents, and web-based API's and mashups are important resources for library staff development and productivity. To keep up with rapid technological change, the University of Minnesota Libraries developed a staff education program on emerging technologies. Begun in 2009, the fun and interactive program called *Tech Expo* has been a success. This paper describes our approach and lessons learned.

In recent years, emerging technologies and open source software have proliferated in higher education. In response to technological change at the University of Minnesota (UMN), the Libraries created a Technology Librarian position in 2006 with a focus on emerging technologies. However, it became clear that the growing need for training was not the job of a single librarian, but must be augmented with an emerging technologies program dedicated to staff education. (This is especially true at a large research institution like UMN, with a staff of more than 300.) This article describes the creation and implementation of such a program in 2009.

Background

In 2005-2006, UMN Libraries conducted technology competency surveys in order to assess perceptions and technological skill levels of staff. The results revealed where technical deficiencies existed. In response, introductory workshops and online tutorials were developed and directed towards staff less familiar with technology. In addition to identifying and developing core competencies, the Libraries also began to recognize the importance of emerging technology, which was an issue taken on by the Libraries' Web Services Steering Committee in 2009 (UMN Libraries, 2009).

In early 2009, members of the UMN Libraries' Information Technology Council formed an IT Education subgroup (IT-EDU) to "participate regularly in the development of Staff Education and Development (SED) curriculum and programming regarding baseline and emerging technology topics, in coordination with other committees and collaboratives" (UMN Libraries, 2011). This team of IT-minded librarians came together with the SED unit of the libraries to develop a broad curriculum of technology education for library staff. Our group's guiding principles were to: first, compliment current UMN Libraries staff programming; second, unify communication efforts when technology education was involved (including those coming from campus units such as the Office of Information Technology); and finally, ensure that programming could be sustained. In carrying out this role, IT-EDU engaged in a year-long cycle of program development and execution. We conducted skill and interest inventories that served as the basis of emerging technology education. Our goals were to reach the widest library staff audience possible and create training that was welcoming and fun.

Program for Emerging Technology Education

The emerging technology education program was implemented in three phases over the course of a calendar year. The phases consisted of:

1. Identifying technology needs and interests.
2. Introducing new technologies at an emerging technologies fair, to be called Tech Expo.
3. Following up on popular technologies with exploratory workshops and staff discussion (called TechShops) that incorporated more formal training.

Since 2009, our IT-EDU group has performed three iterative evaluation cycles and adjusted the program throughout. The first two years of data will be discussed in this paper.

Identifying Technology Needs and Interests

To gauge staff interest and technology training needs, the IT-EDU group utilized both informal gatherings and surveys. A brief, three-question web survey asked staff to help "plan emerging technology education programs and events for library staff." We defined

emerging technologies as promising new and developing technologies that are likely to have a large impact on teaching, learning, research, or creative expression within the university environment.

The informal gatherings helped us garner targeted feedback from a captive audience. In 2009, UMN Libraries staff participated in various activities to learn more about emerging technologies, such as viewing the Horizon Report webinar (Johnson, 2009) and attending the Library Technology Conference (2009) at Macalester College in St. Paul, Minnesota. Follow-up focus group discussions provided these technology-minded staff a chance to reflect on their experiences and help shape the IT-EDU sponsored emerging technologies education program. For example, after attending the Library Technology Conference, participants were brought together and asked to list the top six technologies that they felt were most important to learn more about in the coming year. The attendees labeled their top technologies as something they would either learn through "training" (classroom/hands-on activity, intensive education) or an "information fair" (know more about, awareness).

In early 2010, the UMN Libraries engaged staff in a brainstorming session based on the Libraries' six strategic themes for the fiscal year. The themed approach gave more focus to the brainstorming session. The result was a better alignment between emerging technologies education and the technologies the Libraries had already committed to (for example, HaithaTrust and Google Apps) or were being considered for adoption by the university at large (e.g., Open Journals Systems).

An additional consideration of our focus group approach was to identify staff with a particular interest in or knowledge of a technology who might also be able to present in the future. This was determined by observing the discussions and through a question on a survey asking volunteers who would be willing to participate as an instructor. The surveys and focus groups resulted in a list of program ideas for the next step in the process—implementing a program of education.

Tech Expo-- the Libraries' Emerging Technology Fair

Armed with a list of potential technologies to showcase, The IT-EDU group discussed how best to develop programming to meet staff technology education needs. Partially inspired by the energy generated by the Library Technology Conference at Macalester the IT-EDU group decided to pilot an emerging information technologies fair. The event was later dubbed the Libraries' Annual Tech Expo and has run successfully for two years.

The Tech Expo is an informal, exhibition-style event taking place on a single day during the lunch hour. Attendees engage with emerging technologies through exhibit booths, a "tech petting zoo" featuring the latest gadgets and hardware (For example, iPhones and Kindles), and several short presentations on emerging technologies relevant to academic librarians.

The IT-EDU group planned the Tech Expo with several objectives in mind. Participants would:

- Be exposed to today's current and emerging technologies.
- Learn how technologies are applicable to their current work, and receive information on how to pursue skills development if desired.
- Have increased comfort levels with new technologies, and the encouragement and resources to explore them further.

If the Tech Expo was successful, then participants would use words like the following to describe their experience: energizing, fun, cool, too short, helpful, thought provoking, challenging, inspirational, what if, useful now.

A challenge faced by the IT-EDU group was to determine which emerging technologies to cover. A list was created based on the responses to surveys and focus groups. The list was very diverse, so we developed criteria to further focus our attention. We determined that the themes covered at the Tech Expo should be:

- New or emerging.
- Diverse. (Do we have something for every skill level?)
- Fresh, or not already offered in an ongoing workshop.
- Appropriate for presentation/demo format. (Is it suited to this type of forum?)
- Relevant or specific to our changing environment and library directions. (Is it coming down the pike in the larger campus environment, such as Google Apps?)
- Lightweight, for ease of demonstrating. (Encourage a handout if the topic is too complex or bulky.)
- Useful (Does the presenter actually use this technology?)
- Exciting and Interactive. (How much noise does this involve? Sound and interactivity are desired.)

Once the technologies were selected by the IT-EDU group (see Appendix A or Appendix B for a list of the technologies chosen in 2009 and 2010), planning took several months. This was no small task. The three components of the Tech Expo mentioned above - exhibit booths, a "tech petting zoo," and more formal presentations - required space where staff could interact with technology as well as interact with one another (an added benefit of the event!). The venue needed wireless Internet connectivity, power outlets, and the participation of technology support staff. Nearly all presenters required additional equipment such as laptops, monitors, and webcams.

The presenters were selected based on their expertise and the quality of their previous presentations, if known. Presenters were encouraged to partner with another staff member so that they might help each other with the demands of exhibit presentations and take breaks during the two hour event. In the second year, we more frequently selected two presenters, as this increased participation and tended to improve presentations. Although topics were selected by the IT-EDU group, presenters had control over how they approached the topic. For example, in 2010, one team of presenters was asked to present on Mobile Apps, a weighty task. The presenters demonstrated a few of their favorite mobile apps at the event and then supplied attendees with a handout

which reviewed dozens more. Presenters were also encouraged to post summaries of their presentations and supplemental materials (e.g., links to websites, online documents, handouts) on the Tech Expo blog. To encourage greater participation, the event was held during lunch hour, and a date was selected that did not conflict with other events. We also provided food and several prize drawings to encourage attendance. The event was heavily promoted in advance through the Tech Expo blog, direct e-mails to all staff, and notices in the Libraries weekly bulletin, the *Monday Memo*. Following the event, a short promotional video produced at the 2009 Tech Expo was used to boost attendance in the second year (Spicer, 2009). Finally, staff evaluated the Tech Expo by surveying the attendees in the days following the event. This feedback helped us determine which technologies required more in-depth training and follow-up support.

Follow-up Training and Education: TechShops and Encores

The UMN Libraries provided follow-up training to the 2009 Tech Expo by developing a series of four "TechShops" (see Appendix C for list of technologies chosen). The TechShop provided staff with an opportunity to discuss in more depth how technology tools could improve their everyday work. For example, our TechShop on the web conferencing program, UMConnect, was demonstrated with an emphasis on discussion related to the various ways one might use this tool. Accordingly, this included not only the functional use of UMConnect for web conferencing but also consideration of possibly using the tool to capture in-person training sessions. The follow up plan after the TechShop was then to pass the emerging technology (in this case UMConnect) on to our Staff Education and Development unit in order to provide staff with a hands-on training session to develop technical skill sets, thus completing the cycle from emerging technology awareness to practical application skill sets.

IT-EDU had identified several more topics of interest, but due to staffing changes in the SED unit, our originally planned program process for the TechShops to hands-on workshops was phased out. Despite this change to the process, a couple of non-IT EDU staff members continued to offer technology workshops into the fall of 2010 under the "TechShop" banner, recognition perhaps that our emerging technology staff development philosophy resonated within the organization. However, staff education in the area of emerging technologies has continued. In 2011, because our involvement with the Library Technology Conference held in Saint Paul, MN was so extensive, including 15 presentations by UMN Libraries staff, we decided to offer a Spring Encore series of these presentations in the Libraries. This approach allowed us to provide more in-depth training.

Outcome and Survey Results of the Program

Our emerging technology education program has been a success. In 2009, 150 staff members attended Tech Expo (about half of the staff), and in 2010 the interest remained high, with 140 staff attending. After both events we distributed an online survey (see Appendix D for the survey instrument) to assess the effectiveness of the program. After the 2009 Tech Expo, 61 staff members responded to the online survey (see Table

1). The great majority (81.3% combined total) of respondents either agreed or strongly agreed that the emerging technologies chosen for the presentations and the booths were relevant to their current or future job. Also, responses in 2009 suggested that staff were comfortable asking questions of their colleagues at the booth demonstrations (82.8% agreed or strongly agreed).

After the 2010 Tech Expo, 71 staff responded to our online survey. Compared to 2009, a much higher percentage of respondents strongly agreed that the content was relevant to their current or future job (43.9% in 2010 versus 21.3% in 2009). The majority of staff agreed or strongly agreed that the technologies being demonstrated at the booths were relevant to their jobs (84.6% in 2010 versus 81.3% in 2009). In contrast to the 2009

Tech Expo survey results, a much higher percentage of respondents in 2010 agreed or strongly agreed that the technologies being demonstrated at the booths were new to them (72.3% in 2010 versus 48.3% in 2009). Most respondents indicated again in 2010 that they were comfortable asking questions of their colleagues at the booth demonstrations.

Table 1: Technology Feedback

Question	Year	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Response Count (61/71)
The content for the Emerging Tech Expo is relevant to my current of future job.	2009	4.9%	0.0%	14.8%	59.0%	21.3%	61
	2010	1.5%	0.0%	13.6%	40.9%	43.9%	66
The technologies presented [at the tables] were relevant to my work in the Libraries.	2009	1.7%	1.7%	15.3%	62.7%	18.6%	59
	2010	0.0%	3.1%	12.3%	63.1%	21.5%	65
Many of the booths highlighted technology that was new to me.	2009	1.7%	40.0%	10.0%	40.0%	8.3%	60
	2010	0.0%	18.5%	9.2%	56.9%	15.4%	65
I felt comfortable asking questions and experimenting with the technologies.	2009	0.0%	10.3%	6.9%	46.6%	36.2%	58
	2010	0.0%	4.6%	7.7%	49.2%	38.5%	64

We also asked attendees to evaluate the main presentations at each event. In 2009, 65.5% of staff reported attending at least one presentation while just below half of staff were able to attend a presentation in 2010 (see Table 2). In both years staff rated the presentations above average. On a five point scale the 2009 presentation scores ranged from 3.5 to 3.9. In 2010, presentations were rated from 3.4 to 4.4 (see Table 3). The presentation with highest overall score has been delivered several more times for

staff across the libraries due to its popularity.

Table 2: Presentation Feedback: Did you attend any of the presentations?

Year	Yes	No	Response Count
2009	Yes (65.6%)	No (34.4%)	61
2010	Yes (47.9%)	No (52.1%)	71

Table 3: Participants Rating of Presentations

Year	Presentation Title	N/A (Did not attend)	Poor	Below Average	Average	Above Average	Excellent	Rating Average (1-5)	Response Count
2009	Libraries in Second Life	*Option not offered as an answer in 2009*	0.0%	8.3%	33.3%	41.7%	16.7%	3.6	12
	Power of the Google Apps Colaborative Suite		0.0%	0.0%	21.7%	65.2%	13.0%	3.9	23
	Uthink: Blogs in Action		0.0%	0.0%	45.5%	54.5%	0.0%	3.5	11
	The Drupal CMS at the Libraries		0.0%	0.0%	36.8%	57.9%	5.3%	3.7	19
2010	Personal Information Management Tools	51.9%	0.0%	3.7%	18.5%	22.2%	3.7%	3.5	27
	HathiTrust 101	59.3%	0.0%	0.0%	0.0%	22.2%	18.5%	4.4	27
	The Wide World of Streaming Video	73.1%	0.0%	3.8%	7.7%	15.4%	0.0%	3.4	26
	Google Apps Expert Panel	44.0%	0.0%	4.0%	20.0%	28.0%	4.0%	3.5	25

These surveys also incorporated an open qualitative feedback component (see Appendix D) where respondents indicated which aspects of the Expo they liked most, provided suggestions for future improvements, suggested relevant emerging technologies not covered, and, finally, described which technology, concept, or skill set they were most likely to follow-up on in the future. This final question addressed the staff development objective we had of transferring this newfound technology awareness into practical application.

Some of the responses to what staff liked about the 2009 Tech Expo were well aligned with our initial objectives for the event. For example, answers to "What did you enjoy most about the Emerging Tech Expo?" included:
- The energy, the variety of people participating, talking to the people at the [booths].
- The fact that it was Libraries' staff presenting to Libraries staff .
- Having the opportunity to learn more about things I had only heard about, in a to-

tally non-threatening environment. Nothing like a stupid question here!
- The enthusiasm of both presenters and audience!
- Sanctioned work time to investigate new technologies.
- I liked the relaxed atmosphere...it allowed simultaneously for exploration of the technologies but also good opportunities for networking and meeting with colleagues.
- The chance to get "hands on" with technologies I've been curious about, such as eBook readers.

Comments from the 2010 survey aligned well with our strategic priorities. For example:
- I realize why this event is so important...its goal is primarily to have fun as an organization. It's also one of the few ways we can learn about and celebrate the technology being conducted across the system in a hands on way.
- It was great - bigger event and newer stuff than last year. Love it!!!
- There was an open atmosphere and energy. I feel very proud to belong to this organization when I attend such an event. The leadership, the execution, the individual skills -- awesome.

The feedback shows that we were successful at achieving our objectives and goals for the Tech Expo, and thanks to the qualitative comments, we were able to improve the program in the second year.

Communications and Logistics

There were several small but important lessons learned from 2009 to 2010 that impacted how we programmed the Tech Expo event. For example, in 2010 we tried to provide additional training and "amenities" for our hard-working staff presenters. Our team of 45 presenters, nearly all co-presenting, were not only sharing their expertise but were also the key to our success. To recognize this, we increased our communication with presenters to provide clear expectations of their role. For example, in 2010 we held a pre-event pizza party that included a live demo of what a successful booth presentation might look like. In addition, we provided a "Green Room" at the Tech Expo where our speakers could relax and enjoy some refreshments while their co-presenter watched the booth.

Our survey also provided valuable feedback on how we might improve the implementation of the Tech Expo. In 2009 we asked: "What recommendations or suggestions do you have for improving any aspect of the Expo?" Staff indicated two clear requirements: a larger venue and more food. Therefore, in 2010, we increased our refreshment supply and moved the location to a larger campus location outside of the library to provide better interaction for staff and presenters alike.

Conclusion

By all accounts the program for emerging technology staff education in the library was a success. Our main challenge for the future will be maintaining momentum. We have

considered inviting non-library participants from around campus. For example, the Office of Information Technology expressed interest in joining our education event in 2009 and 2010. This partnership would certainly increase the impact of our program and the libraries' campus reputation as tech-savvy, but at what cost? It is unclear whether a small group of library staff could sustain the workload incurred by opening our event to outside audiences. Moreover, we do not want to lose the library focus of our event, which has been the key to our success.

This challenge of maintaining staff enthusiasm for the event is not only an issue of audience attendance, but also of the technologies that we are presenting. How do we sustain our goal of "something for everyone" while also staying on the fast moving cutting edge of available tools and technologies? It will be necessary to generate a new pool of presenters from the library that can demonstrate technologies from the library specific to the super emerging. Hopefully, like our promotional tagline for the event describes, at the next Tech Expo, "Whether its new to the world, or just new to you, there will be something for everyone!"

Acknowledgment

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Appendix A: Emerging Technologies Featured in the 2009 Tech Expo

2009 Tech Expo Technology (* indicates a 15 minute presentation)	Description
Augmented Reality	Augmented reality (AR) uses devices, like phones or web cams, to overlay virtual elements onto your real-world environment, thus created a "mixed reality."
Camtasia Relay	Class Capture using Camtasia Relay allows you to easily record your face-to-face sessions with Webcams, and Microphones. Also allows you to create quick n' dirty recordings from your computer.
Drupal CMS at the U of M Libraries*	Presentation on the Past, the Present, and a Future of the Library Website with Drupal, an open-source content management system that will power the library web site in 2010.
Firefoxier: Improving Firefox With Add-ons	Make Firefox work for you! Add functionality to your web experience with add-ons like smooth-scrolling, research tools, web development tools and social media add-ons.
Gadget Sandbox	Kindle, iPodTouch, Sony Reader, Dell Netbook, Android TTS, Pico Projector, Flip HD Camera
Google Apps Collaborative Suite for Universities*	Presentation on the collaborative potential of Google Apps for the University of Minnesota with an emphasis on sharing and editing in Google Docs.
Google Tools	Google Tools that can help you collaborate, work more productively, and research, like Google Docs, Google Reader, Google Sites, Google Books, Google Scholar, Google Wave and more!
iPhone / iPod Touch: Mobility in Education	Presenters from Apple give an overview of how the iPhone and iPod Touch can be used for education.
Jing	Jing is a free desktop application that takes a picture or video of the user's computer

	screen and saves it to the Web, FTP, computer or clipboard for editing and publishing.
Pachyderm	Pachyderm is an easy-to-use multimedia authoring tool accessed through a web browser and is as easy to use as filling out a web form. The result is an attractive, interactive Flash-based multimedia presentation.
Refworks	Refworks is a desktop-based citation management tool that is supported and offered by the libraries to any university affiliated account.
Second Life*	Presentation. See the Virtual World of Second Life through the lens of Libraries and the librarians who visit there.
SnagIt	Screen Capture with Snagit, a fee-based download, helps you create and share high-quality screen captures for your presentations, documents and blogs.
Social Bookmarking and YouTube	Del.icio.us and other social bookmarking sites can be used for sharing useful links with staff at the references desk, sharing your bookmarks with others, or classes working to create a list of resources together. Learn how YouTube can be used for marketing, outreach, reference and beyond.
Social Networking	Facebook, Twitter, Ning, LinkedIn, ALA Connect are demoed.
Technology Blogs	Web-only. Stay abreast of the technology landscape with this list of news resources and blogs! Recommended by IT Council members, these resources offer a wide variety of technology related-information
UMConnect	Web conferencing tool, UMConnect, was created by the University of Minnesota for people to connect over large distances and participate in group discussions from multiple locations. Learn about ways this software can be used for a variety of meeting and conference venues

UThink: Blogs in Action*	Presentation. Although blogs are hardly an "emerging" technology, the UThink blog system has recently gone through an exciting upgrade that provides a lot of new functionality. This presentation will focus on much of this new functionality including the different blog sites that can be created now.
Video Production	Production tools include software for Editing, and Storage, including iMovie and Sanyo Xacti
Zotero	A Web-based citation manager. Zotero is a free Firefox plug-in that you can use to collect, manage, and cite sources.

Appendix B: Emerging Technologies Featured in 2010 Tech Expo

2010 Tech Expo Technology (* indicates a 30-45 minute presentation)	Description	Library 2010 Theme
bX™ Recommender Service	The bX Recommender Service which appears on the Find It menu for many articles was made available in July 2010. See it in action and look at some of the usage data.	Discovery and Delivery
Drupal Platform and Community	You may know Drupal as the platform behind our web presence. But Drupal is much more than simply a CMS, it's a software development framework. I'll have a number of Drupal implementations on-hand for you to play with, ones that show just how far Drupal can be taken. I'll also be available to answer questions about its capabilities and field your ideas for services that it can support within the U Libraries.	Discovery and Delivery
Current Awareness and Personal Information Management Tools *	Presentation by the Current Awareness and Personal Information Management (CAPIM) Collaborative on the four areas where we can build on our established role as information management experts by continuously updating our skills in response to our users' evolving needs and concerns.	Organizational Development
Digital Media Panel *	In this panel presentation we will discuss the emergence of digital media content and collections in higher education,	Content and Collections

	by providing background on local media streaming solutions (i.e., Media Mill), examples of user-generated and commercial media content, as well as local digital media archives (i.e., UMedia Archive).	
E-Learning and Classroom Technology	E-Learning and Classroom Technologies highlighted including Library Course Page, Moodle, class capture tools, and interactive teaching tools such as Clickers, Smart Sync, and ChimeIn.	E-Education
EthicShare.org	EthicShare is a research and collaboration website created by the University of Minnesota Libraries designed to help scholars do research, share, collaborate, and participate in the field of bioethics.	E-Scholarship
Gadgets Table	A "tech petting zoo" displaying some of the latest techno gadgets, including E-Readers by Kindle and Sony, iPod Touch, iPad, Samsung Galaxy Tab, Dell Netbooks, etc.	Gadget Table
Google Apps for Collaboration*	We'll show you how Docs, Contacts, and Calendar work together to create a digital collaborative work environment, demonstrating tasks such as setting up a contacts group and a shared folder space. Have you had a Google Docs chat meeting yet? Did you know that you can set up video chat? We'll also have a Q&A session at the end.	Organizational Development
Google Apps Q&A Table	Do you have questions about the University's Google application suite? Come ask an	Organizational Development

	Expert User for a solution. See if you can stump one of us!	
HathiTrust 101: Digital Library Overview*	If you've been hearing from your colleagues or in the news frequent mentions of "HathiTrust," but don't really know what it is or why it's important to research libraries, come to this presentation. Although just two-years old, the HathiTrust is already among the world's largest digital libraries, and the University of Minnesota is an integral part of it.	Content and Collections
HubZero	HUBzero™ is an open source platform used to create dynamic web sites for scientific research and educational activities. With HUBzero, you can easily publish your research software and related educational materials on the web.	E-Scholarship
Library Mobile Web Presence	Use the browser on any mobile device to access these sites, such as ours, www.lib.umn.edu/mobile.	Gadget Table
Linked Data/Semantic Web	Linked data can be used both within a data environment and across data environments. Within an environment it makes possible the automatic generation of pages displaying relationships among entities and concepts. When one data environment makes use of URIs from another environment, additional kinds of functionality and integration can be achieved. In this way, URIs can expand in use beyond their home environments to many other data sets, and be-	Discovery and Delivery

	come the basis of data assembly across larger and larger pools of data. Therefore, linked data becomes part of the Semantic Web.	
Mobile Apps for Libraries and Librarians	Highlighting some cool apps that University of Minnesota Libraries staff can explore for personal or professional use.	Gadget Table
OMEKA: Remembering Memorial Stadium	University Libraries implemented the digital archival technology OMEKA, to capture and share the history of Memorial Stadium.	Content and Collections
Open Journal Systems (OJS)	The Center for Transportation Studies uses Open Journal Systems to host a peer-reviewed, open access journal called The Journal of Transport and Land Use. We'll talk about working with the OJS platform, why it was chosen, and the services that CTS provides for the journal.	Scholarly Communication
Project and Group Effectiveness Tools	Discover some basic tools to stimulate creativity, facilitate decision making, and help keep a project on track. Tools include: Doodle, Mind Meister, FreeMind, Decision Matrix, and ToodleDo.	Organizational Development
Skype and Google Voice	Demo the use of Skype and Google Voice and Video Chat, two applications that allow people to have face-to-face conversations for one-on-one, one-to-group, or group-to-group meetings via teleconference.	Organizational Development
Urchin log analysis software	A demonstration of Urchin, the U of M web log analysis tool, currently used by the main library web site to analyze and view log statistics.	Discovery and Delivery

UMConnect	UMConnect allows for people to connect over large distances and participate in group discussions from multiple locations. Learn about ways this software can be used for a variety of meeting and conferencing venues.	Organizational Development
UMN Profiles	Profiles is a research networking and expertise mining software tool. It not only shows traditional directory information, but also illustrates how each person is connected to others in the broad research community.	E-Scholarship
Web-scale Discovery Tools	The newest generation of discovery tools. We'll have demos available of: Primo Central, EBSCO Discovery Service, Serials Solutions Summon, WorldCat Local	Discovery and Delivery
When to Work	When to Work is an online scheduling tool that replaces Excel, UMCal and other tools that units had been using to schedule daily tasks for students and full time staff.	Organizational Development

Appendix C: Emerging Technologies Presented as 2010 Spring TechShops

2010 Spring TechShops	Description
Web Conferencing with UMConnect	Connect and discuss how this web-capturing and virtual meeting software can be integrated into your work-life.
Camtasia Relay: Class Capture	Explore specific examples of how Camtasia Relay (a.k.a. Class Capture) is used and consider ways it might fit into your work life such as recording a training session for a student employee who can't make it for the live event, create a short video on a procedure to teach another staff member, record a library workshops so users can go back over content, also embed into a blog or web page or guide.
Pachyderm: Online Multimedia Authoring Tool	Pachyderm is an easy-to-use multimedia authoring tool. Designed for people with little multimedia experience, Pachyderm is accessed through a web browser and is as easy to use as filling out a web form. The result is an attractive, interactive Flash-based multimedia presentation.
UThink: Expert Panel	Come learn how some expert users from across the University are putting this powerful blogging platform to the test with creative uses and innovative techniques You are sure to be inspired!

Appendix D: Tech Expo Survey Instrument Question (2009 and 2010)

1. Did you register for the Expo?
Answer Options: Yes/No

2. The content for the Emerging Tech Expo:
- Was clearly communicated?
- Matched the description?
- Is relevant to my current or future job?

Answer Options: Strongly Disagree/Disagree/Neutral/Agree/Strongly Agree

3. Please rate the following:
- Refreshments?
- Facility?
- Signage?
- Additional Comments

Answer Options: Poor/Below Average/Average/Above Average/Excellent

4. Did you attend any of the presentations?
Answer Options: Yes/No

5. Please rate the presentation(s) you attended.
(list presentation titles)
Additional Comments (please specify)
Answer Options: Poor/Below Average/Average/Above Average/Excellent

6. Consider your experiences of the demonstrations in the main Expo area as you answer how much you agree or disagree.
- The room set-up made it easy for me to visit the booths
- Many of the booths highlighted technology that was new to me
- I felt comfortable asking questions and experimenting
- There were too many booths for me to visit them all.
- The technologies presented were relevant to my work
- Other Comments regarding the demonstrations (please specify)

Answer Options: Strongly Disagree/Disagree/NA or Don't Know/Agree/Strongly Agree

7. Which technology, concept or skill are you most likely to use or follow-up on as a result of attending the Expo?
Answer Options: (fill-in)

8. How likely are you to attend events like this in the future?
Answer Options: Very unlikely/Somewhat unlikely/Don't Know/Somewhat likely/Very likely

9. What did you enjoy most about the Emerging Tech Expo?
Answer Options: (fill-in)

10. What recommendations or suggestions do you have for improving any aspect of the Expo?
Answer Options: (fill-in)

11. What topics, technology or presenters would you recommend for future Tech Expos?
Answer Options: (fill-in)

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