

## **Frequently Asked Questions – v5 Remote Training**

Softlink recommends on-site, face-to-face training because it is the most effective form of training. As this method may not suit all users, Remote Training is offered as an alternative where key criteria are met.



### **Q. What is Remote Training?**

A. Remote Training allows staff to receive training without having the Trainer in the same room, for a maximum group size of 3 attendees.

This is achieved by using an Internet connection and telephone. An agreed timetable of training syllabus is provided prior to training, with the content the same as that delivered via on-site training.

### **Q. What are the benefits of Remote Training?**

A. No travel time or expenses for Trainer or Library staff. A pre-arranged training schedule allows staff to be prepared and ensures that all required areas are covered.

### **Q. How does Remote Training work?**

A. The Softlink Trainer connects remotely to your system and provides interactive training using your own library system. The trainer will call you to initiate the training.

Library Staff will see and hear what the Trainer is demonstrating and explaining, as if they were in the same room. Like face-to-face training, staff can ask questions during each session. Staff can share control of the library system at any time, to allow for practice and re-enforcement of concepts and processes.

### **Q. How much time is needed to receive Remote Training?**

A. Remote Training takes the same amount of time as on-site training, e.g. if one day of training is ordered, it is delivered on a single day and cannot be split over multiple days.

Like on-site training, a set number of sessions are delivered per day. Time is allocated in each session for questions and for breaks in-between.

In order to ensure all scheduled areas are covered, the Trainer will adhere to the agreed timetable of the training syllabus.

### **Q. What equipment is required?**

A. A computer with Internet access and telephone with speakerphone functionality are required. If training is for more than 2 people, the use of a data projector is recommended.

### **Q. What do Library Staff need to do?**

Using a web browser, simply access the web site that provides the remote access to your system and enter the authentication code. The website address and authentication code are provided by Softlink. Once connected, staff log into the library system with the administrator password.

To ensure that training is effective, it's required to give the training sessions the same attention and priority as if the Trainer was on-site. This means setting up in a separate room, so that all staff can see and hear what the Trainer is showing, and to prevent interruptions during training.