Systems Liaison Training Recommendations

The Smathers Libraries Computer Liaison Program was established to provide immediate assistance with computer related problems within each department. Liaisons are expected to perform basic troubleshooting and to assist users in an effective and efficient manner. The extent of their duties, responsibilities and assignment of time is explained fully in the Policy Statement for the Computer Liaison Program.

In order to bring all systems liaisons to the same level of competency in supporting the library's applications and hardware through the Systems Office, the Staff Development Committee makes the following recommendations for required training, which is in three parts:

Part 1:
All liaisons will participate in the following workshops, taught by in-house staff, and administered through the Personnel Office. These workshops will each be 90 minutes long.

**File Handling for Liaisons**
This workshop will teach liaisons what they need to know to support Windows applications. This includes the basics of file conversion, Windows Explorer and computer customization. They will also learn basic tips in installing applications.

**Administration of Email and Calendar**
Liaisons will learn the most efficient use of email and the electronic calendar. This includes the installation of email, the address book, creating group mail, attachments and email etiquette. They will learn how to use the electronic calendar to set up meetings.

Part 2:
Liaisons will attend a workshop on **Security Issues, Library Protocol, Server Definitions, Server Network Issues, and other material** determined by the Systems Department to be unique to the Library environment. This workshop will be taught by Systems staff and offered through the Library Personnel Office.

Part 3:
All liaisons will take an intensive three-day workshop. It will be given in-house by an outside training company. Topics to be covered include:

- Microcomputers and Troubleshooting
- Hardware Assembly, Installation and Disassembly
- Windows '98 Applications Support
- Printer Management
- Diagnostic Procedures
✓ Preventive Maintenance
✓ Corrective Maintenance and Repair

Course Exercises
✓ Practice Assembly, Installation and Disassembly of a PC and its Components
✓ Real-time Troubleshooting and Diagnostics
✓ Optimize Workstation Performance
✓ Manage Applications within a Windows Environment
✓ Efficiently Diagnose Hardware and Software Problems
✓ Explore Troubleshooting Techniques for Various Components
✓ Practice Questioning Skills Needed to Isolate and Identify Trouble Situations