



Techniques for Helping the Public Serve Themselves

*Workshop Agenda
Winter-Spring 2008*

Cheryl Gould
Instructor
An Infopeople Workshop

Offering Written Instructions

- ◆ Assess Current Materials
Exercise – Usability Assessment
- ◆ Creating Usable Tip Sheets
Exercise – Rewrite Request Steps
- ◆ Microsoft Word Tricks for Tip Sheets
Exercise – Write a Help Sheet for Printing and Saving

Using Audio Recording to Help the Public Self Serve

- ◆ Recording Devices and Why Use Audio Now
- ◆ Brainstorm Ways to Use Audio with the Public
Exercise - Write a Sample Script
Exercise – Create an Audio Recording

Using Video to Help the Public Self Serve

- ◆ Why Use Video Now?
- ◆ Brainstorm Ways to Use Video with the Public
- ◆ Shooting Video and Making It Available to the Public
Exercise – Write a Sample Video Script
Exercise – Shoot Some Video

Summary and Evaluation

There will be two 15-minute breaks and an hour for lunch.