Training Your Memory Lab Staff

Webinar #6

Friday, June 11, 2021
Memory Lab Webinars

January: Memory Lab Model(s)
February: Goals & Expectations
March: Intro to Digital Concepts
April: Intro to Audiovisual Preservation
May: Equipment Set Up, Workflows, Troubleshooting

June: Training Staff

July: Evaluating

August: Sustaining & Expanding

Register: https://californiarevealed.org/memorylabs
MLN Deep Dive: https://memorylabnetwork.github.io
Memory Lab Brown Bags

We meet on the last Tuesday of each month at 12:00pm noon.

June 29, 2021
July 27, 2021
August 31, 2021

All are welcome!

Register: https://tinyurl.com/5bs33zea
Los Angeles Public Library’s Memory Lab
Los Angeles Public Library’s ML Staffing Evolution

“Volunteer” Staff
Recruited and trained 2 dozen LAPL staff, including outside D&SC, who signed up for shifts on Google Calendar when they could

In the Beginning

Volunteer Patrons
Recruited and trained patrons from ML orientations and Volunteermatch.com

Along the Way
Los Angeles Public Library’s ML Staffing Evolution

Permanent Staff

Trained Octavia Lab staff and assigned 1 D&SC clerk 2x/week, with D&SC librarians on call

By 2020

Due to COVID-19

We intend to continue this staffing format once the library OKs long-term appointments
# Training Considerations

| Challenge                                                      | Recruitment                                                                 | Expertise                                                                 | Adaptability                                                      |
|                                                               | Recruit at regular intervals, and set a minimum commitment period          | Not required! We’re always learning from each other                     | Failing fast and often is OK; look for creative solutions and ask your network for help |

- Resistance to change and/or fear of unfamiliar technologies
- Not required! We’re always learning from each other
Principles of Training on 3 Levels

01 Behind-the-Scenes
Staff maintaining procedures and equipment maintenance.

02 Reference
Staff maintaining workflow and helping patrons.

03 Patrons
Do-it-yourself (DIY).
Behind-the-Scenes

Staff maintaining procedures and equipment maintenance.
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<th>Purpose</th>
<th>Rationale</th>
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<td>Assign at least 2 ambassadors</td>
<td>Understand the ins and outs of the Memory Lab in detail</td>
<td>In case someone goes on vacation, parental leave, new position, or other life event, you’ll have 1 person to train everyone else and manage lab operations.</td>
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<td>Ambassadors train 1-2 staff/volunteers</td>
<td>Staff/volunteers learn to conduct different elements of the Memory Lab</td>
<td>New ambassador can be selected if needed; lab operations may continue in case ambassadors MIA</td>
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Topics to Train On

**Policy & Workflows**
How to assist patrons with questions and to troubleshoot problems at the physical lab space (this may include teaching the orientation training to users)

**Programming**
How to teach the Memory Lab preservation classes and run other related events
Professional Development

- Aim for your Memory Lab classes to be taught at multiple branches.
  ○ DC Public Library facilitates an annual professional development program where public-facing staff select and complete training and work on projects outside of their daily duties. Staff may choose a digital preservation “track” or goal, where staff are trained in digital preservation topics and how to teach these to the public. They must teach a certain number of classes at their branch to the public each year, which is evaluated in their annual review.

- For those who have limited time and staffing and rely on volunteers, schedule one training annually or biannually where everyone is present, and can learn from each other’s questions.
  ○ Another tactic would be to train a set of staff who in turn train volunteers quarterly or biannually
IT Support

Technical
IT trains ambassadors re: guest permissions, connectivity, software, hardware that supports ML stations

Additional Buy-in
Invite interested IT staff to your staff ML trainings

Designated
Assign an IT staff person who is interested in legacy formats consistently to the ML

Public Assistance
Find out if IT staff are willing to provide ML help to patrons
Staff maintaining workflow and helping patrons.
## Recommendations

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<td>Select trainees that can learn to tackle playback, reformatting, or storage device issues</td>
<td>Those who have an eagerness to help people learn and use technology are best suited for ML work</td>
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<td>Designate time for staff to transfer their personal archival materials</td>
<td>Get staff invested in and excited about helping people in the lab</td>
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<td>Ask staff for feedback on how to make workflows better</td>
<td>Improve workflows iteratively with each new cohort</td>
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DIY Memory Lab Deep Dive

All Staff/Volunteers who work on the Memory Lab Space and Classes:
- Learn all about the Memory Lab model, at DC Public Library and beyond: https://youtu.be/12bMAciZWvM

Staff/Volunteers who will be assisting patrons with the physical space:
- Go through the training sections of “Lab Space Workflows” and “Troubleshooting” in the Deep Dive

Staff/Volunteers who will be teaching preservation classes and programming:
- Watch Personal Digital Archiving Train the Trainer webinar (approximately 1-hour): https://vimeo.com/109735555
- Undertake all of the “Introduction to Event Programming” section from Deep Dive document (approximately 5 hours)
Do-it-yourself (DIY).
# Recommendations

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<td>Make workflows publicly accessible (online/print)</td>
<td>Provide reference point for patrons as they’re learning/recalling concepts.</td>
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<td>Enlist help from orientation/workshop attendees</td>
<td>Add to your pool of volunteers with people who are interested in the ML and have already gone through some training and hands-on practice.</td>
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ML Classes at Los Angeles Public Library

https://www.lapl.org/memorylab

Memory Lab Orientation

Wed., Mar. 4, 2020 @ 3:30-5:00 PM
Sat., Mar. 21, 2020 @ 11:00 AM-12:30 PM
Wed., April 1, 2020 @ 3:30-5:00 PM

Learn how to use the DIY Memory Lab’s professional-grade equipment and transfer your VHS tapes, audiocassette tapes, photographs, and slides to digital formats.

This orientation is required for those who want to book a session to use the DIY Memory Lab digitization station equipment for the first time.

Memory Lab: Think Like an Archivist!

Saturday, February 8th @ 3:00 p.m.

Tackle the boxes of print papers, photographs, slides, video, and other analog collections around your house.

Memory Lab: Digital Preservation Basics: Photos

Saturday, March 21st @ 1:30 p.m.

Class focuses on archival tips for preserving your born-digital photographs. Participants will learn how to organize and save digital photographs for the future.

Memory Lab: Planning for your Digital Afterlife

Saturday, April 25th @ 1:30 p.m.

Do you have an afterlife plan for the priceless memories on your phone, computer, social media accounts, and email? Learn what happens to your digital assets after death, and how you can create and protect your digital legacy today.
Training Strategies

**Brainstorming**
What equipment, resources, services will meet the needs of your community?

**Roleplays**
How to respond to technical issues, pushback on policies

**Process Checks**
Ask questions to assess comprehension or use an activity to gauge how trainees apply what they are learning

**Practice Sessions**
Hands-on with each format, using materials from personal archive or sample materials on hand
Scaffolding & Iteration

- At minimum MLs offer an orientation to review the equipment and workflow. Many of you may already offer classes around genealogy, preservation, or digital technology that could naturally tie in with your ML.
  - Use the buddy system for workshops
- Incorporate staff who already work in the Memory Lab space, e.g. the Octavia Lab, LAPL’s makerspace
- Invite staff to public Memory Lab-related workshops and orientations as training
- Organize monthly deck cleaning that doubles as a space where staff can casually discuss issues/successes
- Schedule weekly/monthly times when library staff can digitize their own materials in the lab, so that they are invested and remain in practice
- Solicit feedback and continually improve upon documentation and classes
Support for Outreach

Partnerships
Internal and external

Handouts
Social media, bookmarks, newsletters, flyers, zines, and more

Elevator Speeches
Draft and share copy with all ML staff to practice
Basic Training for New Volunteers

Scanning
Photos, transparencies, documents

Audiovisual
VHS, compact cassette

Troubleshooting
Restarts, cabling connections
Remember

Start small (perhaps train patrons first) and build from there

Keep it Simple

Use existing resources, infrastructure, programming

Scaffold & Iterate
Thanks!

Do you have any questions?

Suzanne Im      Pamela Vadakan
sim@lapl.org    pvadakan@californiarevealed.org
Resources

Websites

● Memory Lab Network: https://memorylabnetwork.github.io
● DIY Memory Lab Deep Dive: https://docs.google.com/document/d/1CnsOCAW_X4kJLpq8Izu7M6KdpdBbvQetWDNC-v5fl/
● Memory Lab Support: https://californiarevealed.org/memorylabs
● Copycat Grant Toolkits: https://library.ca.gov/services/to-libraries/copycat-grants/memory-lab

Videos

● Intro to the Memory Lab Models: https://youtu.be/12bMAciZWvM
● Personal Digital Archiving: A Train the Trainer Webinar: https://vimeo.com/109735555
● Think Like an Archivist (LAPL): https://youtu.be/iFEZSpuQGF1

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