

Screencasting

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Common Problems

- Do users not read FAQs?
- Spend hours explaining software behavior and errors on the phone?
- Spend hours typing instructions to users via e-mail?
- Give the same training over and over to high-turnover staff?

<http://screencast.com/t/Ecq4wx8r3qq>

Screencasting, What?

- Video recording of part or all of your computer screen

Why do it?

- Demonstrate a piece of software
- Demonstrate a process
- Record an error or problem
- Appeal to audio/visual learning styles
- Bring FAQs to life
- Staff/Student employee training
- Invest in time saved later

What to use?

Screencasting software ranges across the spectrum:

- Jing (mac/win, free)
- iShowU (mac, \$30/reg, \$60/pro)
- Slideshare (web, free)
- Wink (win/linux, free)
- CamStudio (win, free)
- Camtasia (win, proprietary, ~\$300)
- Captivate (win, proprietary, ~\$700)

Where to put it?

- Jing and Slideshare come with their own server space
- The rest require you to post it on the web or organization network
- Options:
 - Blip.tv
 - OurMedia
 - Vimeo
 - YouTube

Who is doing it already?

- Western Michigan University Libraries
- Yale University - Cushing/Whitney Medical Library
- Johnson State College
- Abilene Public Library
- Boise State University

The Hybrid Screencast

<http://www.bubblecomment.com>

Let's make some!

Other ideas to screencast in ILL?

- Satellite campus to main campus
- Training/reminder tutorials
- Modules of tutorials
- Phone troubleshooting with patrons
- Training for software/system upgrades
- Share new things
- Employee training

**What else would you
like to know?**

Lunch!

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