# Training

**Service Owner** Steven Wieda
**YUL Service Domain** [Professional Services](#) [1]
**Alias** workshops, classes, searchfest, instruction
**Short Description:** Library IT offers training on the technologies it provides via workshops, documentation, and one-on-one instruction.
**Description**
Library IT offers traning on the technologies it provides.  Training is offered both in one-on-one sessions and group workshops.  Training is also provided in fun events such as SearchFest.

Training workshops offered in the past include:

- Windows 10
- Quicksearch
- FindIt
- LibGuides
- LibCal
- LibAnswers

**Visibility** No visibility restrictions
**Who is elegible to use this service offering?** Yale Library Staff Only
**Affiliations that can use this service offering** Staff
**How do I access it?**
To request training, please use the Library IT [service request form](#) [2].  Please use the **Long description** field to provide as much information regarding your query as posible.

**Do you have specific Documentation and Support outside of the Knowledge Base?**
Workshops and other training events are promoted on the [YUL Library IT Webpage](#) [3].

**Are there any specific policies and procedures outlined for your service offering?**
Please contact your supervisor prior to attending training sessions or workshops.

**Are there Rates & Charges Associated to this Service Offering?** No
**Categories** Inquiry
**Tier 1 Support** YUL Support Group (listed above)
**Sub-category needed?** No
**Generic Request?** No
**Can users request access to your service offering?** Yes
**Support Group** [Client Services & IT Operations](#) [4]