

Training

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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 training 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
- LibGuides
- LibCal
- LibAnswers

Visibility No visibility restrictions

Who is eligible 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 possible.

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]

Source URL:<https://web.library.yale.edu/lit/servicecatalog/161701>

Links

[1] <https://web.library.yale.edu/service-domains/professional-services> [2] <https://web.library.yale.edu/form/service-request> [3] <https://web.library.yale.edu/lit> [4] <https://web.library.yale.edu/service-support-groups/client-services-it-operations>