

*Amber Toland:* Welcome to this Library Connect podcast. I'm Amber Toland, Library Connect marketing intern, and I'm here with Susannah Megow, who is the online training manager here at Elsevier and, also, the editor for TrainingDesk. Susannah, could you first tell us a little bit about what the TrainingDesk is?

*Susannah Megow:* Sure, the TrainingDesk is a free program for our customers that's designed to allow customers to explore different products and services. Our publishing tools and resources will help them to master our content, whether they are just getting started with a new product or they've mastered a new product, and they're looking to gain more, or use it for training for other people, as well.

*Amber Toland:* Okay, and could you give us an example of the sorts of trainings that somebody might find when they go on TrainingDesk?

*Susannah Megow:* Yes. On the TrainingDesk, you'll find both online live sessions that you can attend, and, also, we feature tutorials, recorded sessions that people can download on their own time and watch when they have time to watch and learn. We have regular programs or training sessions that are offered, such as Getting Started with Scopus and ScienceDirect, that you can look at the calendar and choose a time to attend and connect with a live expert and ask questions directly, or we have a whole list of different materials. We have presentations that you can share with training, with end users, people that you need trained, as well as recorded sessions and tutorials on different products and services.

*Amber Toland:* Okay. It all sounds very useful. And I know TrainingDesk has recently had a facelift. So you could tell us about maybe some of the new features.

*Susannah Megow:* Yes, sure. The TrainingDesk is now a much more dynamic program. So all the material you find on TrainingDesk is live, and it's updated daily. We feature a blog that has different tips and tricks or useful information about different tools and services that we have, such as ScienceDirect, top/hottest articles, how you set things up, like HTML feeds, things like that. And then we have a calendar of things that you can sign up for and learn more about when we have live sessions offered, as well as the ability to rate material and to comment on materials, so that you can go in there and actually contribute your ideas and your thoughts and feedback on the TrainingDesk to really help us to gear how you want what kind of training materials and what you want more of and what you want less of.

- Amber Toland:* Okay, and for the sorts of trainings or other materials that are coming, could you give us maybe a little picture of what is in the plans for TrainingDesk?
- Susannah Megow:* Sure. We're going to feature more RSS-type of materials, so you can really tailor alerts to feature what you want, not just about live sessions, but actual, specific content or subject area that you want to have training in. One of the things that we're really looking forward to is featuring user-contributed training. So the customer really is the best guide for knowing how to use our products and how they want to use our products. So if the customer has training that they've developed themselves, we are really interested in featuring that on the TrainingDesk, as well. So that's something that we're really looking forward to, is finding that material and putting it on TrainingDesk and connecting colleagues to colleagues on how to best train ScienceDirect at your library or how to use Scopus for graduate students, and different programs like that.
- Amber Toland:* Okay. If one of our viewers would like to contribute, how can they contribute to the TrainingDesk?
- Susannah Megow:* In different ways. You can always contact me, Susannah, at the TrainingDesk at Elsevier.com just by e-mail, or you can go on the site and actually look around the different features that we have. You can comment on things. You can also leave your URL for your training.
- Amber Toland:* Okay. Very well. Thank you for talking with us, Susannah, and telling us a little bit more about the TrainingDesk, and thank you for listening. This has been a Library Connect podcast.

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