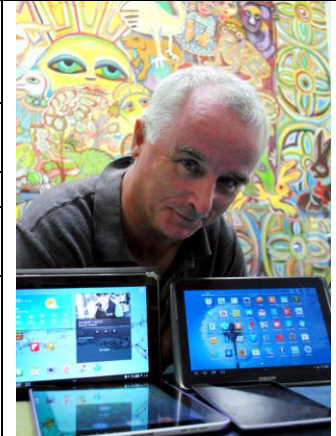


Name of Library	Burdekin Library	
Address	108 Graham Street Ayr QLD 4807	
Phone	07 47839970	
Contact person	John Scott	
Email	John.scott@burdekin.qld.gov.au	

Title of project/innovation/initiative	"Tech Talks with John"
Date initiated	2010
Date completed	ongoing

The issue/challenge

We were looking for a way to engage our community in embracing technology in a non threatening manner

Project details

"Tech Talks with John" provides an opportunity for people to discover technology in a relaxed informal laid back way. We try to demystify technology and have a few laughs along the way.

Held fortnightly on Saturday mornings, this is a programme where a single technology topic is presented in a laid back manner. It is designed to simplify people's understanding of that topic.

Outcomes

With "Tech Talks with John" now in its fourth year it has developed into one of the core programmes we provide and is extremely popular as it dovetails nicely into the "whole of library" technology focus.

It has contributed to creating an environment where people feel comfortable about coming to the library looking for basic computer help to get them started.

Customer Feedback

As a total computer/technology illiterate, my quest to improve my 'Technology status' commenced a few years ago. John Scott's informal approach, interaction with the group, and fantastic deliverance of the variety of technical subjects at the Burdekin Library "Tech Talks with John" have been fun and extremely informative. - Dianne Noack - an 'oldie' catching up with the 'modern world'

**The
Edifying
Chats that
Help us**

**To
Act
Like we
Know
Something**

**While
Increasing our
Thirst and
Hunger for**

**John's
Other
Hints and
News**

Merna

The 'Tech Talks with John' program conducted at the Burdekin Library has been a very innovative and non-threatening method of presenting the community with information about the use of technology in everyday life. Many who have attended have learned enough to be confident in understanding and embracing new developments and thus enriching their experience. It has been a pleasure to take part.

Loyce