

TAKING THE FIRST STEPS TO TRAINING



To prepare for the activities, online meetings and discussions that are key to this training, you'll need to:

- **Use a Web-based e-mail address that is identity-neutral (i.e., a combination of letters and numbers that no one will recognize as a library staff member's name). This e-mail account will be used for your "Secret Patron" activities.**
- **Use Instant Messaging. You'll use Yahoo Messenger during the training to practice chat and instant message skills and set up a group Buddy List for the training.**
- **Subscribe to the DIG_REF listserv. Regular monitoring of this listserv is essential for keeping current in the rapidly evolving world of virtual reference.**
- **Use a virtual reference training listserv. This list will be used for posting your assignments and for keeping in contact with the trainers and other learners.**



Your “Secret Patron” activity will require that you use an identity-neutral e-mail address. If your e-mail address is not identity-neutral (i.e., your e-mail address contains your real name and uses a library as the domain name), you’ll need to establish a free Web-based e-mail address.

The [Free Email Address Directory](http://www.emailaddresses.com) lists hundreds of free e-mail providers.

We recommend Free Yahoo Mail because it is quick and easy to set up. Go to <http://mail.yahoo.com>.

The identify-neutral e-mail address that I will use is _____.

My password for this account is _____.



YAHOO! Messenger

To practice chat and instant message skills, we’ll use Yahoo Messenger. YM is easy to set up and it’s fun! Be sure to try the emoticons and environments.

Go to <http://messenger.yahoo.com/> and follow the directions for the quick download and registration. You can use one of the screen names that the trainers set up or you can register a personal screen name. (We suggest using your first name and the initials of your library as your Yahoo Messenger screen name.)

The screen name that I will use is _____.

My password is _____.



Using your work e-mail account (not the identity-neutral e-mail address that you just created), subscribe to the DIG_REF listserv. DIG_REF was established in 1998 as a forum for redefining reference services delivered via the Internet. The listserv is maintained at Syracuse University and is moderated by David Lankes.

To subscribe to DIG_REF:

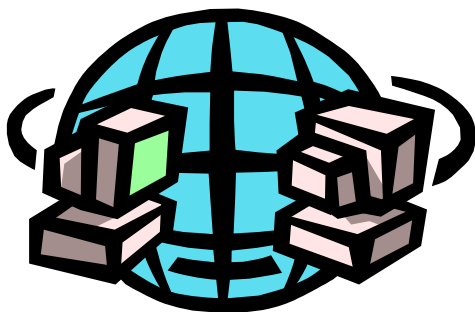
1. Send an e-mail message to:

LISTSERV@LISTSERV.SYR.EDU

2. In the first line of the message, type:

SUBSCRIBE DIG_REF Firstname Lastname

Archives for the DIG_REF list are available through [Yahoo! Groups](#).



TRAINING LIST

During the training, you will be subscribed to a listserv which will be used for posting your training assignments and for keeping in contact with the trainers and other learners. (This is a closed list, open only to those participating in this training effort.)

Watch for a message about the listserv and be sure to respond right away so the trainers can start using it to keep you informed.