ol Library Teaching Tool

Lisa Czudnochowsky and Lisa Dempster

for communicating with students, since the chat and messaging features suit the students' preferred on-line communication style. Students will read and carry out instructions in a message that pops up on their screen quite readily. Overall, NetSupport has been an invaluable tool in the Timothy Eaton library, with students appearing to be more productive and focused.

Case Study #2 Riverdale Collegiate Institute— Lisa Dempster

I had NetSupport installed in Riverdale Collegiate Institute's library to interact with up to 32 student systems on the main floor, 20 systems in an adjoining lab, and a projector on a cart in the seminar room. Riverdale is a non-semestered secondary school of 1,200 students, also in the Toronto District School Board. It serves a diverse ethnic population from the immediate area, and includes an Extended French program. Over 80% of the students who graduate enter post-secondary education and over one third of the graduating class are Ontario Scholars. All students in grade 12 would have attended Riverdale since grade 9, creating a very consistent school population.

The computers in the library are set up in round "pods" across the large space, making it a challenge to communicate with a whole group, and impossible to see what all students are working on. After a few weeks testing and challenging the boundaries of the program, the students are becoming used to Netsupport's interactive features. At the time of installation, signs and posters made it clear that all computers could now be "seen," to reinforce students' self-control in sticking to the acceptable-use policies already in place. After initial protestations of "Big Brother watching" and a "creepy invasion of privacy,"

An Elementary Perspective:

Ray Mirshahi teaches ICT at Timberbank, a K—6 elementary school. Here are some of the NetSupport features Ray uses in their computer lab:

◆ file transfer and file distribution
◆ show the teacher's screen or anyone's screen on all or any number of monitors for teaching purposes
◆ blank the monitors so that he can get the students' attention quickly
◆ restart or log off all or any computers remotely
◆ log in remotely as the computer administrator
◆ block/unblock Internet access or just specific sites with the touch of a button
◆ conduct quick surveys and get instant results
◆ remotely launch applications (e.g., for kindergarten and grade 1 classes)
◆ take over a computer remotely
◆ send messages or reminders to any computer

Ray adds:

"There are many other features. For me, the best feature is the file distribution as it saves me hours of tedious work. We use Clicker 5 and NetSupport allows me to send the updated picture libraries to all the other workstations. In addition, NetSupport has almost eliminated my need for an LCD projector in the computer lab. On the other hand, I avoid overusing the more 'restrictive' features of NetSupport and instead prefer to interact with the pupils as I circulate among them."