

What We Know Now That We Wish We'd Known Then

We Thought: We'd share our message: some would adopt; some would not

We Learned: Resistance to change prevented a general roll out: progress was slow
Eventually, some of our shrillest opponents became some of our strongest supporters
Even docents who are not using iPads still consult the resources we've created

We Thought: After a single group training session, docents would be ready to tour

We Learned: Many trainees required several sessions before they felt confident
Technology proficiency varied wildly; one on one sessions proved most effective
Inexperienced users found it invaluable to watch skilled docents present iPad tours
Experienced users enjoyed getting together to share ipad touring ideas

We Thought: Under Fair Use, we did not need to be concerned about copyright

We Learned: Under Fair Use, we did not need to be concerned about copyright
BUT it took months of debate to resolve this issue

We thought: Once we had created some content, our clever docents would build the rest

We Learned: Many find the process of adding content intimidating and time consuming
Some docents prefer to get their own images and not share them with others

We Thought: We would all use a common username & password to access content

We Learned: Sign in problems were a major stumbling block
Share links posted on the website proved easier to use and simpler to update

We Thought: Some museum visitors would like the iPad and some would not

We Learned: Enthusiasm was universal. Many called the experience transformative.
Before, without images, some "got" references and others did not. Now everyone gets it
Tours became more interactive and visitors remembered more of what we said
Low vision visitors asked why it took us so long to adopt a tool they find amazingly helpful

We Thought: iPads might be an effective teaching tool

We Learned: Some educators balked, concerned that students see too many screens
Students, however, readily accept iPads, which are already ubiquitous in schools
iPads proved to be an invaluable tool in our own docent training classes

We Thought: We would need to police museum iPads

We Learned: We've had no issues with signing out iPads & keeping them charged

We Thought: We would choose a platform for sharing content and never change

We Learned: Every platform has flaws: We haven't found a perfect way to share content