

CASE STUDY

European Synchrotron Radiation Facility



Diverse European Staff Finds Flexibility with lynda.com Online Training

Organization:
ESRF

City & Country:
Grenoble, France

Industry:
Scientific Research

*"Online training from
lynda.com is a real
goldmine."*

Trina Bouvet,
Senior Administrator,
Accelerator & Source Division
European Synchrotron
Radiation Facility (ESRF)

CHALLENGE

The European Synchrotron Radiation Facility (ESRF) operates the most powerful synchrotron radiation source in Europe. Located in Grenoble, France, this state-of-the-art facility is supported and shared by 19 European countries that send several thousand researchers there each year to conduct exciting scientific experiments.

An X-ray beam produced by a synchrotron is a thousand billion times brighter than the beam produced by a hospital X-ray machine. So synchrotron radiation sources are like "supermicroscopes" that can reveal invaluable information in numerous fields of research, including physics, chemistry, biology, medicine, meteorology, geophysics, archeology, and materials science.

About 600 people work at the ESRF. During the experiments, ESRF scientists, engineers, and technicians work to optimize the experimental conditions and data collection on each beamline. Additional staff members in administration, human resources, and finance lend essential support to the work of all.

Although ESRF is located in France, the organization hires from all over Europe and uses English as a common language. Meeting the training needs of such a diverse staff calls for a range of options. They run their own training center where they provide language instruction as well as software classes. In the last few years, ESRF has added a new dimension to its offerings — lynda.com online training.

SOLUTION

Trina Bouvet, senior administrator at ESRF's Accelerator & Source Division, has spearheaded the company's involvement with lynda.com. She's been with ESRF since 1989, when the facility was first being built.

"We had one of the first web sites in France," says Bouvet. "When I began to move from coding HTML to exploring Dreamweaver®, I used a book from

BENEFITS

lynda.com to learn how to use it, and was very impressed by their approach. When I found out they were offering video training online, I went to our training center to tell them about it, and now ESRF is providing this option to employees in many departments."

ESRF purchased a subscription to the lynda.com Online Training Library® Multi-User Program, so that employees can take turns studying a wide range of software titles. Although Bouvet is not officially part of the training center, she has chosen to play a large role in advocating and managing the use of the lynda.com. She is the official administrator of the Multi-User Program, tracking usage and assigning accounts.

Bouvet is finding that employees across departments are choosing to learn a mix of media and business applications through online training. QuarkXPress®, and Adobe Photoshop®, Illustrator®, and Acrobat® are very popular. Many employees are studying FileMaker Pro® and Microsoft® Office applications as well.

"There's been a big demand for training on Microsoft PowerPoint®," says Bouvet. "People are interested in learning how to enhance their presentations. Although ESRF provides in-person classes, lynda.com books and online training offer another valuable way to learn."

RESULTS

While some employees will sit and work through an entire piece of software very methodically, others will go online to lynda.com when they come across a difficult challenge. Either way, employees are finding that the training increases their effectiveness in their jobs.

"It's great to have this training available at your fingertips," says Bouvet. "People in general never seem to have enough time, so it's handy to be able to use this training like a reference, just when you need it."

She's also impressed by the individuals who present the training in the videos. *"The training is done by professionals," says Bouvet. "For instance, professional photographers provide many tips in the Photoshop training that go beyond what you can get in books."*

ESRF employees are a diverse group with different training needs. Being able to go online to learn software applications is the best choice for many of them.

"I've continually learned how to use new software over the years," says Bouvet. "Online training from lynda.com is a real goldmine."

- › Allows employees to fit training into their daily schedules.
- › Provides training and tips delivered by top professionals.
- › Improves employees' effectiveness in their jobs.
- › Offers a training reference for employees to use as needed.

MORE INFORMATION

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