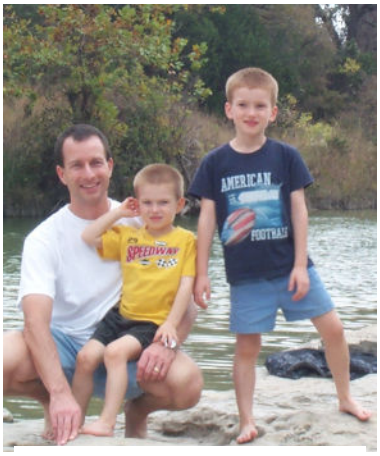
A Liddle Good News

From the Wycliffe ministry of David and Katherine Liddle, June 2008



The Liddle boys at Dinosaur Valley State Park

It's been some time since we've written. Here are some highlights from our life and ministry with Wycliffe Bible Translators.

What's in a name?

In February, I was asked to take the role of IT Customer Service Manager, since the man who was filling that role accepted a new assignment with his family in Papua New Guinea. What that means for me is that I am responsible for the team of people who maintain the 600+ computers at the International Linguistics Center in Dallas. Most of my daily work remains the same.

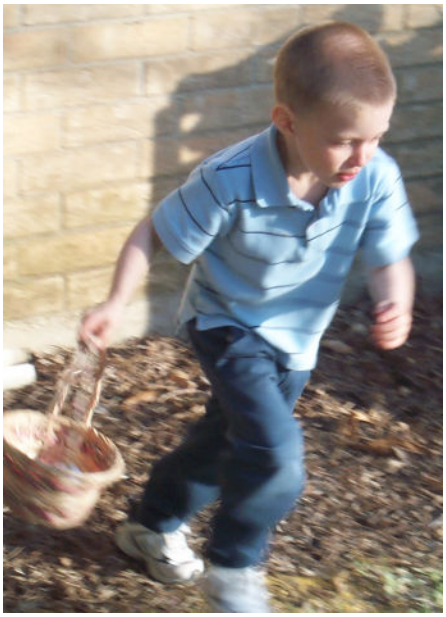
Crash!

A computer's hard drive is the part that stores all the information. They're usually pretty reliable devices, but failures can happen at almost any time. A few months ago, three people came to me with bad hard drives, all within the span of two weeks.

One woman had a newer Dell laptop that was bought by Wycliffe and was covered under a corporate warranty. I diagnosed the problem quickly, logged on to a special Dell website, and ordered a replacement hard drive. It arrived the next day. Normally we try to copy the old drive's contents to the new one so that we don't have to reinstall the programs, but in this case the drive was too badly corrupted. However, I was able to recover all of the woman's files and emails by connecting the drive to my laptop, which was able to "see" the files on the bad hard drive. At the end of the day, I had a happy customer.

From one side of the world to the other

For a few years, our team has been making use of technology that allows us to help people from a distance by showing their screens on ours. One day, a woman who now works in Singapore connected her computer to mine so that I could fix some problems that she was having with her email program. After I was done, I barely had time for a break before someone else connected to me from Ethiopia! Most of my work involves computers in Dallas, but you just never know where our people are going to crop up next!



Easter egg hunt action!

The Helpdesk that's everywhere

You've read now that Wycliffe members could be anywhere when they need help. The people who help them are in many places, too, and the mission had to find some way to bring all of those people together in one place. For about a year, we've been using a single Helpdesk system that does just that by using the Internet and email to pass information back and forth from customer to technician – and between techicians. Wycliffe members can log in and see their requests for help and communicate with the people helping them. I was chosen to help "build" and maintain the system, so this role has given me the opportunity to work with my counterparts on other campuses and in other countries. It's not easy to make a "one size fits all" product, but the Helpdesk has made it easier for me to keep my workload organized.

On the home front

Katherine continues to homeschool the boys and keeps them and the house in order. Jonathan is finishing second grade, and Caleb is looking forward to Kindergarten in the fall. The Lord has led them to a wonderful homeschool group that provides fellowship, fun, encouragement and practical help. Katherine has taught music classes in their “Enrichment Days” program for the last three semesters. She enjoys the chance to put some of her musical training to use, and the boys love participating in the Enrichment Days classes.

Hey, check out Liddles.net!

Jonathan's hanging in there!

To make it easier to send you more timely information about ourselves and our ministry, Katherine and I have created a website that’s all about us. As you might have guessed, it can be found at **www.liddles.net**. It’s a blog-style site that allows you to register so that you can be informed whenever something new is posted. Since entries can be assigned to categories, you can choose what categories you want to subscribe to and hear about.

We’re eager to begin communicating with you this way. When it’s time to send out a regular newsletter for people who want to receive one, we’ll compile some of the entries for publishing. The newsletter will also be available on the website, so if you register, we’ll assume that you want to get your news there and we won’t mail you the paper copy. That’ll save us some money in postage.

Speaking of saving ...

We’re pleased to report that we started off this year in better financial shape than we have in previous years. Some large, year-end gifts replenished our depleted savings and are allowing us to do some much-needed work on our house. Two churches have also increased their regular contributions. Praise God with us for his provision, and please continue to pray for more regular supporters to fill in the remaining gap. One of the things you’ll find at Liddles.net is a link to Wycliffe’s website where you can give online. Without you, there’s no way that we can serve the missionaries that work and pass through here with their computer needs!

Feel free to pass this letter on to someone else who might be interested in a ministry like ours. Spread the word about Liddles.net, and go get registered! Katherine, Jonathan, Caleb, and I are thankful to have so many people looking out for us (plus One)!

For the whole gang

David

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Like cold water to a weary soul is good news from a distant land. (Proverbs 25:25)