



# Tech Tonics

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Library



# Tech Tonics

Managing patron expectations

*for*

Computer Services and Assistance

# Outline

- Background
- Internet Interactions
- Audiovisual Audacities
- eBook Encounters
- Cell Phone Calamities
- Problematic Printing
- Hopeless Hardware
- Software Surprises

# Background

- Family member(s) insist that the patron should learn how to do X.
- Heard about some “cool” thing.
- More money than knowledge.
- No support system.
- Limited options for education about everyday computer usage.



# Approach

1) Example questions

2) Considerations

a) Legal

b) Library Policy

c) Reasonable and Ethical

3) What you can do to help

# Internet Interactions

- Example Questions:

- “Can you help me fill out/email/upload my resume/job/credit card application?”
- “Can you help me send snacks to my boyfriend in jail?”
- “Can you help me sell my car on Craig's List?”
- “Can you help track down my girlfriend because she won't talk to me and her mother won't tell me where she is?”
- “How do I get into that FacePage?”

# Internet Interactions

## • Considerations

- Don't help with downloading illegal/copyrighted copies of movies, music, photos.
- Avoid typing in credit card info or helping with online bill pay.
- Avoid helping with filling out job applications, tax forms, online W-2 retrieval, or anything where you will be seeing the person's SS Number.
- Stalking/Child Pornography

# Internet Interactions

- What you can do to help
  - We provide Internet access.
  - We help you get on the Internet and navigate to a particular website.
  - Reference service and classes for more in-depth questions.
  - Understand important tools and websites

# Internet Interactions

- Tools

- Time Management software.
- Web Browsers
  - Internet Explorer
  - Mozilla Firefox
  - Safari
- Simple plug-ins like Adobe Reader, Flash, Shockwave, etc.
- Deep Freeze by Faronics



# Internet Interactions

- Popular Websites

- *Games* - Shockwave, Yahoo, Disney, Nick, Merriam Webster
- *Email* - Gmail, Yahoo, Hotmail
- *Social Networking* - Facebook, Twitter, LinkedIn, Pinterest
- *Travel* - Yahoo, Google Maps, Google Earth, MapQuest

# Internet Interactions

## ● Popular Websites

- *Government* – Michigan.gov, usa.gov, your city's website, pueblo.gsa.gov
- *Job Searching* – Michigan eLibrary, michiganworks.org, michigan.gov
- *Cloud storage & backup* – Dropbox, SugarSync, Shutterfly, Snapfish, Flickr, Google Drive, Carbonite
- Mel databases for magazine and newspaper articles
- Wikipedia -starting point for any topic.

# Audiovisual

- Example questions:

- “Can you help me make a copy of this “James Bond Skyfall” movie?” or “Can you show me how to get free movies?”
- “My daughter gave me an iPod for my birthday. Can you help me put music on it?”
- “Can I download a video from YouTube?”
- “I want to listen to Mannheim Steamroller for free.”
- “Can I take a photo of the picture on this website since it won't let me print it?”

# Music and Video

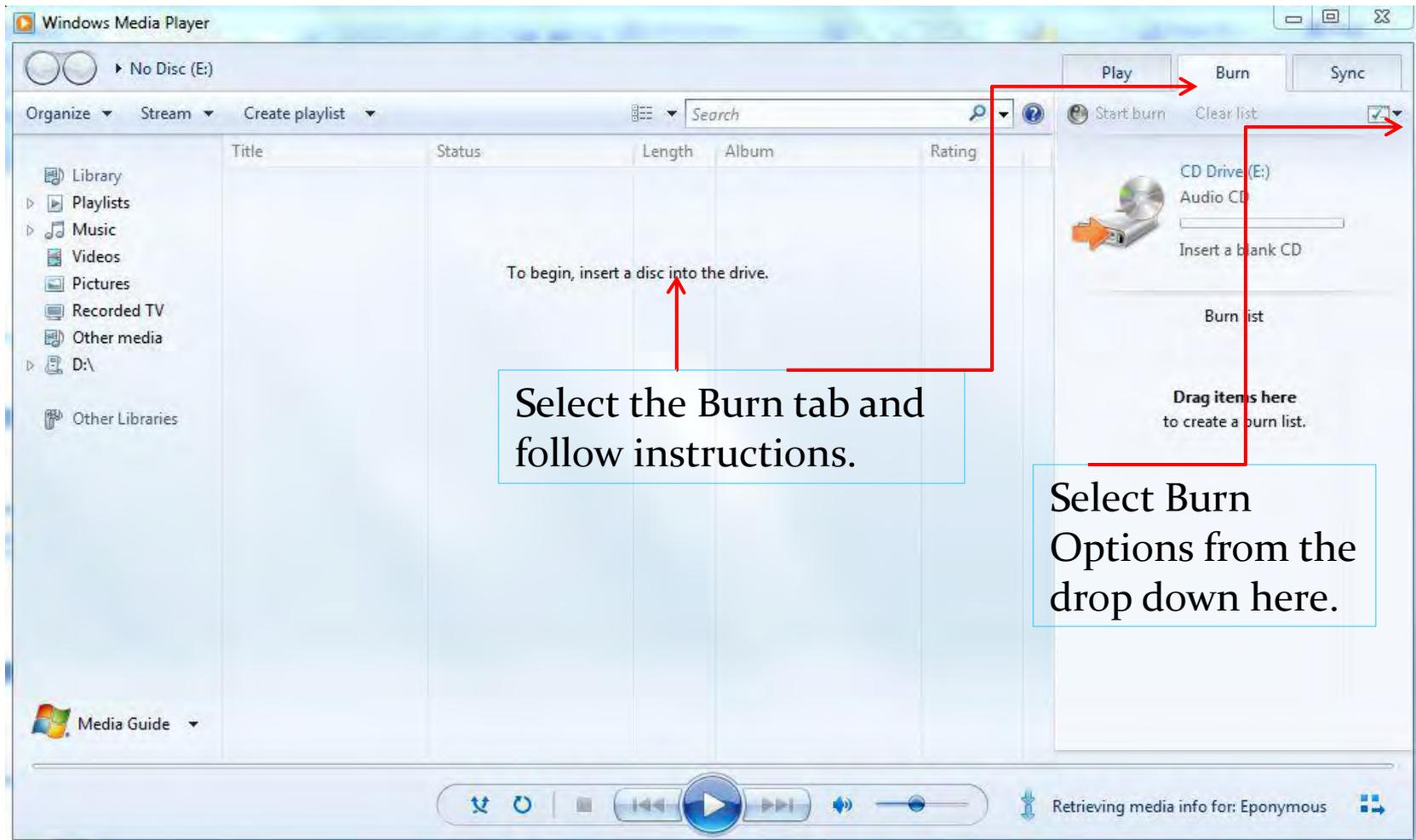
## • Considerations

- In the US, it is illegal to make and distribute software to circumvent copy protection – Digital Millennium Copyright Act.  
[www.copyright.gov](http://www.copyright.gov). - Legal to make a backup copy, but can't buy software to do it.
- Legal to make copies of personally owned copies use as long as you don't have to use any software to circumvent protection – most music CDs aren't protected.
- Youtube Terms of Use - “You shall not download any content unless you see a “download” link.....”
- Library doesn't permit downloading/installing software. Want to limit rights on the public stations.

# Music and Video

- What you can do to help
  - Advise of legal implications.
  - Know popular tools such as DVD burners, Windows Media Player (WMP), mp3 players, iPods w/iTunes, etc.
  - Encourage patrons to bring flash drives or other storage media to save downloaded files. Also can email to themselves.
  - Know the difference between an iPod and mp3 Player.
  - Point to sites like Youtube, Hulu, Vimeo, Spotify, Pandora.

# Windows Media Player



# Digital Pictures

## • Considerations

- Most photos on the Internet can be saved and used for personal use even if copyrighted.
- Can't use someone else's photo/picture to create something you sell/distribute without getting that person's permission.
- Can do what you like with your own photos unless they include friends, family, and other people.
- No restrictions on working with photos other than we won't help if someone wants to circumvent printing/copy protection.
- Watch out for infected files – Deep Freeze.

# Digital Pictures

- What you can do to help
- Know your tools:
  - › Microsoft Photo viewer – viewing/printing.
  - › Microsoft Picture Manager – editing options easy to use. Comes with Microsoft Office under Microsoft Office Tools.
  - › Adobe Photoshop – complex editing options, expensive.
  - › GIMP – similar to Photoshop but open source and free.
  - › Picasa – Google storage, editing, uploading
  - › Microsoft Publisher – Recolor and grouping options.

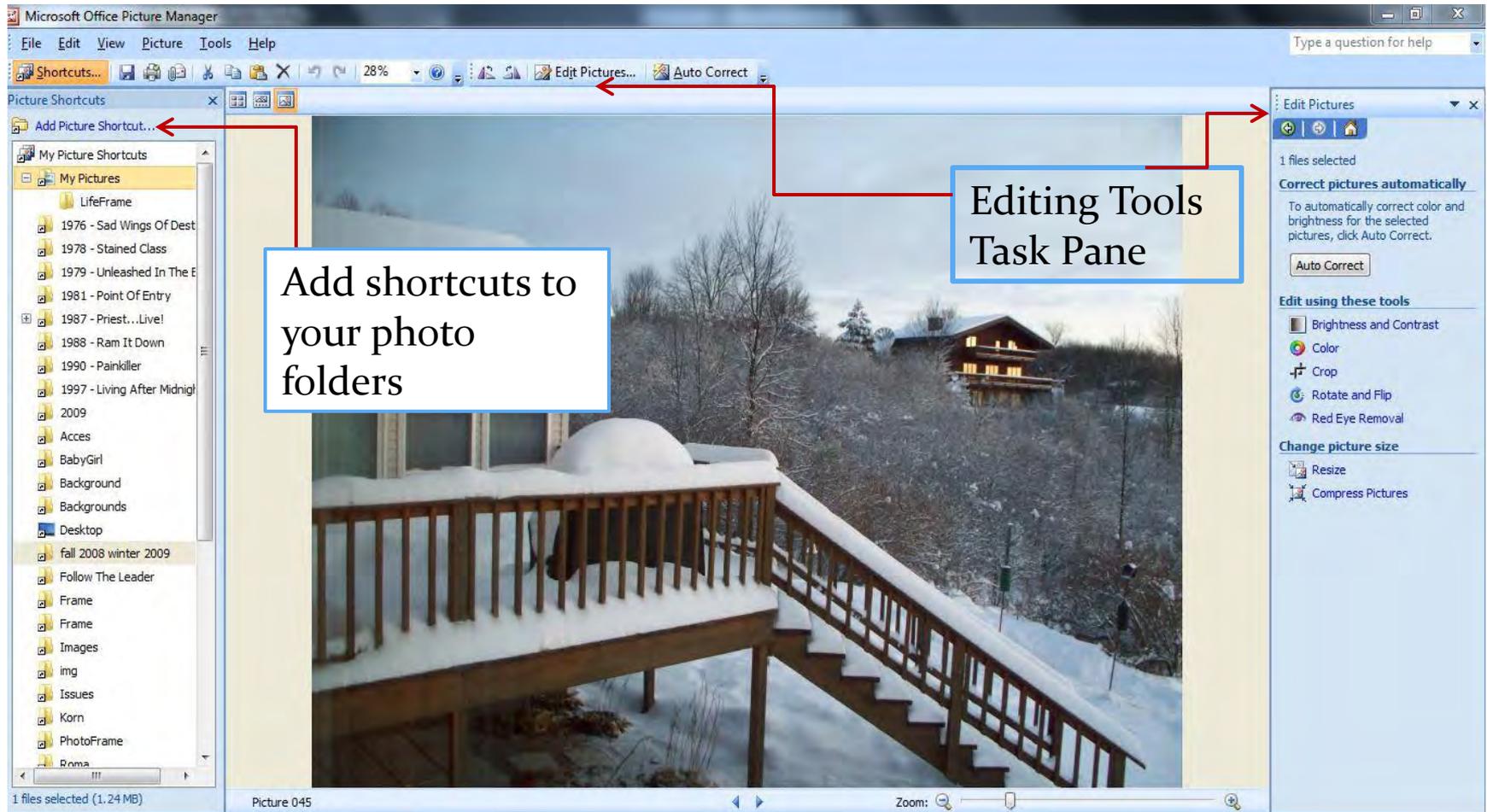


# Digital Pictures

- What you can do to help
  - Help connect a camera to the computer via USB cable.
  - Find photos in the camera folder.
  - Simple editing of photos using Picture Manager – resize, recolor, sharpen.
  - Save photo files to another folder or flash drive.
  - Burn a CD of the photos.
  - Provide a class on digital photo management and CD burning.



# Microsoft Picture Manager



# Audiobooks

- Considerations

- Most CD audiobooks can be ripped to mp3 format for listening to on a portable device, but .....

- Many downloadable eAudiobooks come with DRM which forces you to acquire a license to listen to them and the license expires after a checkout period (usually up to 21 days.)

- Public domain audiobooks



# eBooks

## • Considerations

- Some sites offer eBooks that are public domain.
- Most content protected by DRM and you need to acquire a license to download and read.
- Several devices are compatible with protected formats.
- .EPUB, .AZW are protected.
- Check with service for compatibility – frequent changes.



# Audiobooks & eBooks

- What you can do to help
  - Provide eAudiobook & eBook service (100%+ growth in 2010 & 2011, 41% in 2012).
  - Instructions for using the service/one-on-one (handouts for various devices).
  - Link to online tutorial provided by the company.
  - Patrons may or may not be able to do in the library (OverDrive requires a special download station that only works with audio although most eBooks work with wireless now.)
  - Provide devices for checkout – Kindles work w/OverDrive.

# Audiobooks & eBooks

- Services

- Portable Device (checkout)
- Windows Media Player
- MyiLibrary
- Openlibrary.org (Internet archive)
- Overdrive-has it's own software/apps
- Tumblebooks



# OverDrive

**MM DIGITAL MEDIA ZONE**  
FROM THE  
**MIDWESTERN MICHIGAN LIBRARY COOPERATIVE**

Menu Account **Help** Search... Advanced Search

**Definitely Dead**  
Sookie Stackhouse Series, Book 6  
by Charlaine Harris

★★★★★  
Sign in & rate this title.

**Borrow**

As a person with so few living relatives, Louisiana cocktail waitress Sookie Stackhouse really hated to lose one. But she never guessed that it would be her cousin Hadley—a consort of the...  
[More...](#)

Add to Wish List

**Available formats**

Kindle Book	USB Only
EPUB eBook	
PDF eBook	

**Series**

Sookie Stackhouse

**Subjects**

Fantasy  
Fiction

**Copies**

Available:	1
Library copies:	1

**Recommended for you**

- Feast of Fools** Rachel Caine
- From Dead to ...** Charlaine Harris
- Dead and Gone** Charlaine Harris
- Carpe Corpus** Rachel Caine
- Nightshade** Andrea Cremer
- Envy** J.R. Ward

“Borrow” or  
“Place Hold”  
and then  
checkout.

Get Help with  
individual  
devices

# Cellphones

- Example Questions:

- “I don't know how to send text messages.”
- “I want to play solitaire on my phone.”
- “Can you help me get the app to read books on my phone?”
- “I want to put a photo from my phone on my FB page.”
- “How come this website looks different on the computer than it does on my phone?”



# Cellphones

- Considerations
- What kind of phone?
  - Basic “feature” vs Smartphone
  - iPhone, Android, Windows, Blackberry
- Services the patron has available.
- How much time and patience do you have?

# Cellphones

- What you can do to help
  - Get a Smartphone.
  - Know apps relevant to your library services.
    - Overdrive
    - QR codes
    - Mobile website
  - Practice with other devices – at the phone store, get tablets for your library, borrow from a friend.
  - Try popular apps – Pandora, Gas Buddy, games, Shazam

# Printing

- Example Questions:

- “I can’t get this page to print.”
- “It keeps printing a blank page.”
- “It printed more than I wanted.”
- “How do I just print the picture?”
- “It cuts off the right side of the page.”



Scene from “Office Space”.

# Printing

- Considerations

- Can patrons print? If so, how many pages and what does it cost?
- The honor system or automated with software control.
- Envisionware – LPT One
- Libdata Print Manager
- Pharos Systems Print Management
- Comprise – SAM (Smart Access Management)

# Printing

- What you can do to help
  - Know the policy.
  - Understand different ways to print web pages.
    - Always do a Print Preview.
    - Remove the printer icon from the toolbar.
    - “Print this page”.
    - Highlight and “print selection”.
    - Highlight and “Copy/paste” to Word or Publisher.
    - Use Snipping Tool with Windows 7
    - Right-click and “Save Picture As” and then insert to another program for printing.
    - PowerPoint & Blackboard – slides vs. handouts.

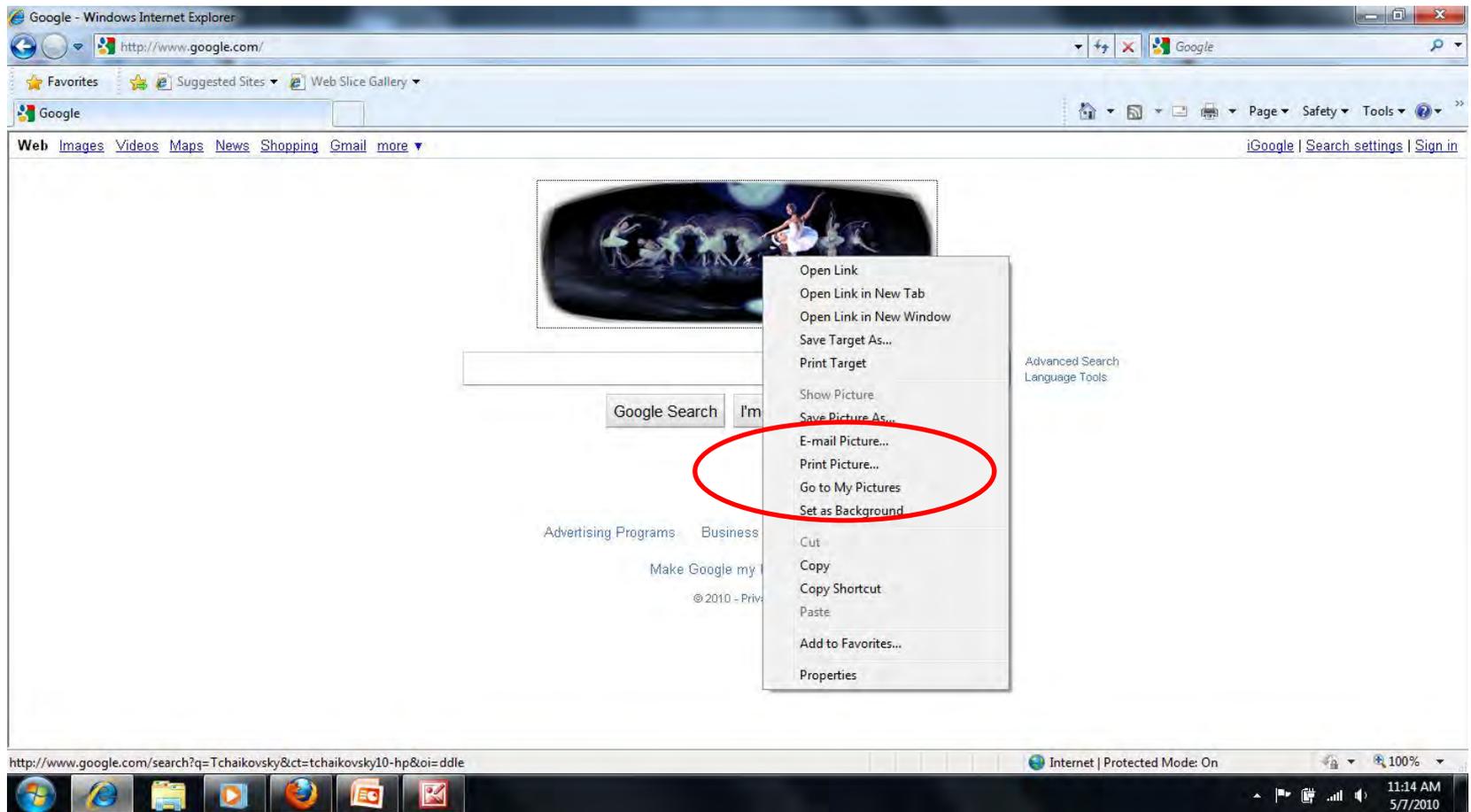
# Printing

THE WALL STREET JOURNAL. Digital Network. WSJ.com MarketWatch BARRONS All Things I  
Friday, May 7, 2010 New York 73° | 59°  
THE WALL STREET JOURNAL. ARTS & ENTERTAINMENT  
U.S. Edition Today's Paper Video Blogs Journal Community  
Home World U.S. New York Business Markets Tech  
Speakeasy Arts & Entertainment Cars Books  
TOP STORIES IN Life & Style  
The Sounds of Summer Festivals  
ARTS & ENTERTAINMENT | MAY 7, 2010  
The Sounds of Summer Festivals  
Article Interactive Graphics Comments  
Email Print Save This Like 25 + More  
By JOHN JURGENSEN  
This summer, 64-year-old Carly Simon will share a stage in Boston with 17-year-old Channel star Selena Gomez at the resurrected Lilith Fair music festival. The Bonn

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Check Mail New  
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What's New Inbox 12 emails holly is a good instructo  
Delete Reply Forward Spam Move Print Actions  
holly is a good instructor  
From: vmlctc <vmlctc\_14@yahoo.com> View Contact  
To: vmlctc\_1@yahoo.com; vml\_inst@yahoo.com  
Hello friends.

Mozilla Firefox  
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gutenberg.org/catalog  
Web Images Videos Maps News Shopping Gmail more  
Google maps Tchaikovsky Search Maps Show search options  
Get Directions My Maps  
48858  
South Dakota Minnesota Wisconsin Vermont  
Traffic More... Map Satellite Earth  
Print Send Link

# Printing with Right-click



# Hopeless Hardware

- Example Questions:

- “My hard drive quit working. Can you fix it?”
- “My computer has a virus. Can you fix it?”
- “I just got a new computer and I don’t know how to turn it on/use it.”
- “My daughter says I should get a flash drive. What is it?”
- “My computer is running really slow. What should I do?”
- “Can you setup my iPad so I can save the \$39.95 tech fee?”
- “I just got the Charter Bundle. Can you setup up my computer so I can use the Internet?”

# Hopeless Hardware



# Hopeless Hardware

- Considerations

- Is your library willing to be responsible for breaking something?
- What happens when you lose their copy of virus software, word processor, etc.?



# Hopeless Hardware

- More Considerations

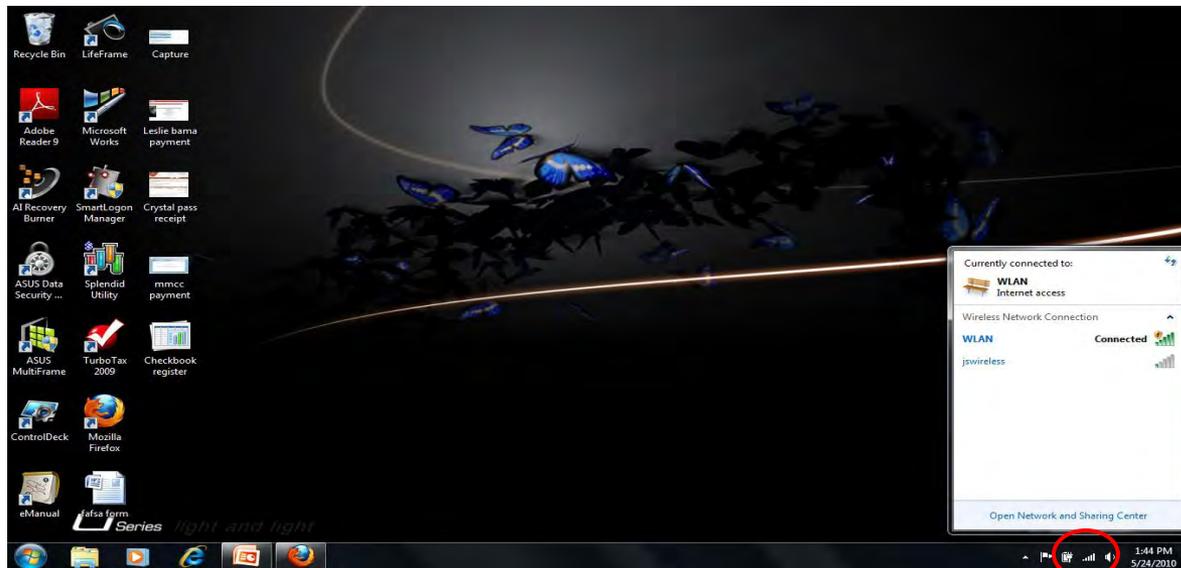
- Refer to local computer repair firms without making recommendations.
- Disclaimer for any tips and services you try.
- Don't do it unless it is something you will do for all patrons.

# Hopeless Hardware

- What you can do to help
  - Get familiar with free software such as Microsoft Essentials, Ad-Aware, Spybot.
  - If patron has a laptop and can bring it in:
    - Help turn on and get to a program or check wireless settings (never guarantee)
    - Assist with downloading free software.
  - Provide classes on basic computing, computer security and maintenance (review disk cleanup, etc.)

# Hopeless Hardware

- Connect to the wireless Internet.



<http://windows.microsoft.com/en-us/windows7/View-and-connect-to-available-wireless-networks>

# Software

- Example Questions:
  - “Can you reinstall Microsoft office for me?”
  - “I want to Skype with my daughter in California.”
  - “Can you type this letter for me?”
  - “Can you help me print a coupon from my email?”



# Software

- Considerations

- Won't make illegal copies.
- Won't recommend brands.
- Won't provide software that requires storing information, i.e. Quickbooks.
- Don't do it unless it is something you will do for all patrons.

# Software

- What you can do to help
  - Know different operating systems and how to look for compatibility.
  - Help with legal downloads (Open Office, Firefox, Ad-Aware).
  - Show how to use existing software if possible.
  - Recommend types of programs - “right tool for the right job.”

# Overall Conclusions

- Keep up with new things – investigate inquiries.
- Don't be afraid
  - Try products.
  - Consult with your tech staff and friends.
  - Get your library to buy some gadgets.
- Don't forget software.



# More Conclusions

- Be reasonable
- Be helpful
- Be patient
- Make referrals
- Offer classes

