

# Tech Tonics

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Chippewa River District Library



# Tech Tonics

Managing patron expectations

*for*

Computer Services and Assistance

# Outline

- Background
- Internet Interactions
- “Multi” Media Misunderstandings
- Problematic Printing
- Hopeless Hardware
- Classes



# 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.



# Four Questions

1. Is it legal?



# Four Questions

2. What is your library's policy?



# Four Questions

3. Is it reasonable?



# Four Questions

4. What can you do  
to help?



# Internet Interactions

- Example Questions:

- “Can you help me fill out/email/upload my resume/job application?”
- “Can you help me send snacks to my boyfriend in jail?”
- “Can you fill out my Social Security disability form online?”
- “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

- Is it legal?

- 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

- Library Policy
  - We provide Internet access.
  - We help you get on the Internet and navigate to a particular website.
  - Reference service is available for more in-depth questions.

# Internet Interactions

## • Tools

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



# Internet Interactions

- What can you do?
  - Suggest searches.
  - Navigate to a website where the person needs to setup a resume, pay bills, retrieve pay stub, order online, etc.
  - Setup a consultation.
  - Suggest a computer class.

# Internet Interactions

- Popular Websites

- *Games* - Shockwave, Yahoo, Disney, Nick
- *Email* - Gmail, Yahoo, Hotmail
- *Social Networking* - Facebook, Twitter, MySpace, LinkedIn, Meebo, Web Messenger
- *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, michworks.org, michigan.gov
- Mel databases for magazine and newspaper articles
- Library catalogs



# Internet Recap

- Example Question:

“I need to file for bankruptcy. Can you help me?”

# Multi Media

- Example questions:

- “Can you help me make a copy of this “Pirates of the Caribbean” DVD?”
- “My daughter gave me an iPod for my birthday. I don’t have a computer so can you help me put music on it.”
- “How do I get the pictures off my digital camera/phone and send them in an email/Facebook?”
- “Can I get an audiobook for my iPod?”

# Movies

- Is it legal?

- 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.

- Library Policy

- No downloading/installing software. Want to limit rights on the public stations.



# Movies

## • Tools

- DVD burner, Windows Media Player (WMP), other DVD burning software, DVD-R or DVD-RW.
- Shorter home movies may fit on a CD.

## • What can you do?

- Advise of legal implications. If movie is not copyrighted, work with patron to use WMP or other library software to do the copy.
- Point to sites like Youtube or Hulu.

# Music

## • Is it legal?

- Legal to make copies for personal use as long as you don't have to use any software to circumvent protection – most music CDs aren't protected.
- Peer 2 peer (P2P) networks (like Limewire or BitTorrent) are not illegal, but uploading & downloading copyrighted files is. Be careful of copyrighted content or viruses.

## • Library Policy

- No downloading/installing software. P2P also creates issue with bandwidth.

# Music

## • Tools

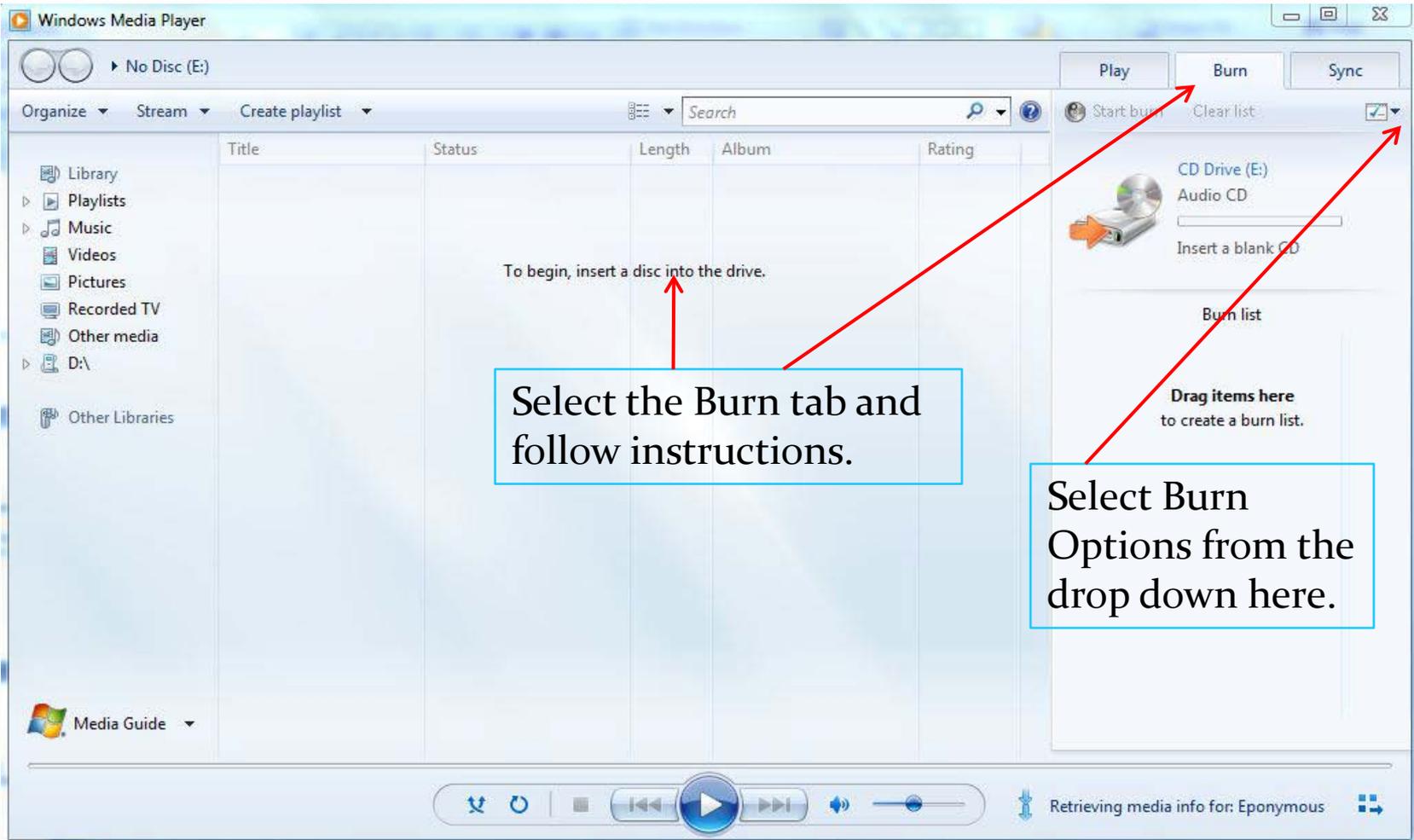
- iPod
  - iTunes.
- Mp3 players
  - Windows Media Player or other library provided software for “ripping” CDs.
  - Downloading songs from legal source (i.e. Amazon, iTunes Store) is OK.
  - Sync player with WMP or by dragging files from a data folder into the player folder (using connection to USB).
- CD-R, CD-RW, CD burning software or use WMP.



# Music

- What can you do?
  - Know the difference between an iPod and mp3 Player.
  - Rip music with Windows Media Player.
  - Encourage patrons to bring flash drives or other storage media to save ripped or downloaded files.
  - Attach downloaded song to an email the patron sends to him/herself.
  - Provide a class on digital music management.

# Windows Media Player





# Digital Pictures

- Is it legal?
  - 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.



# Digital Pictures

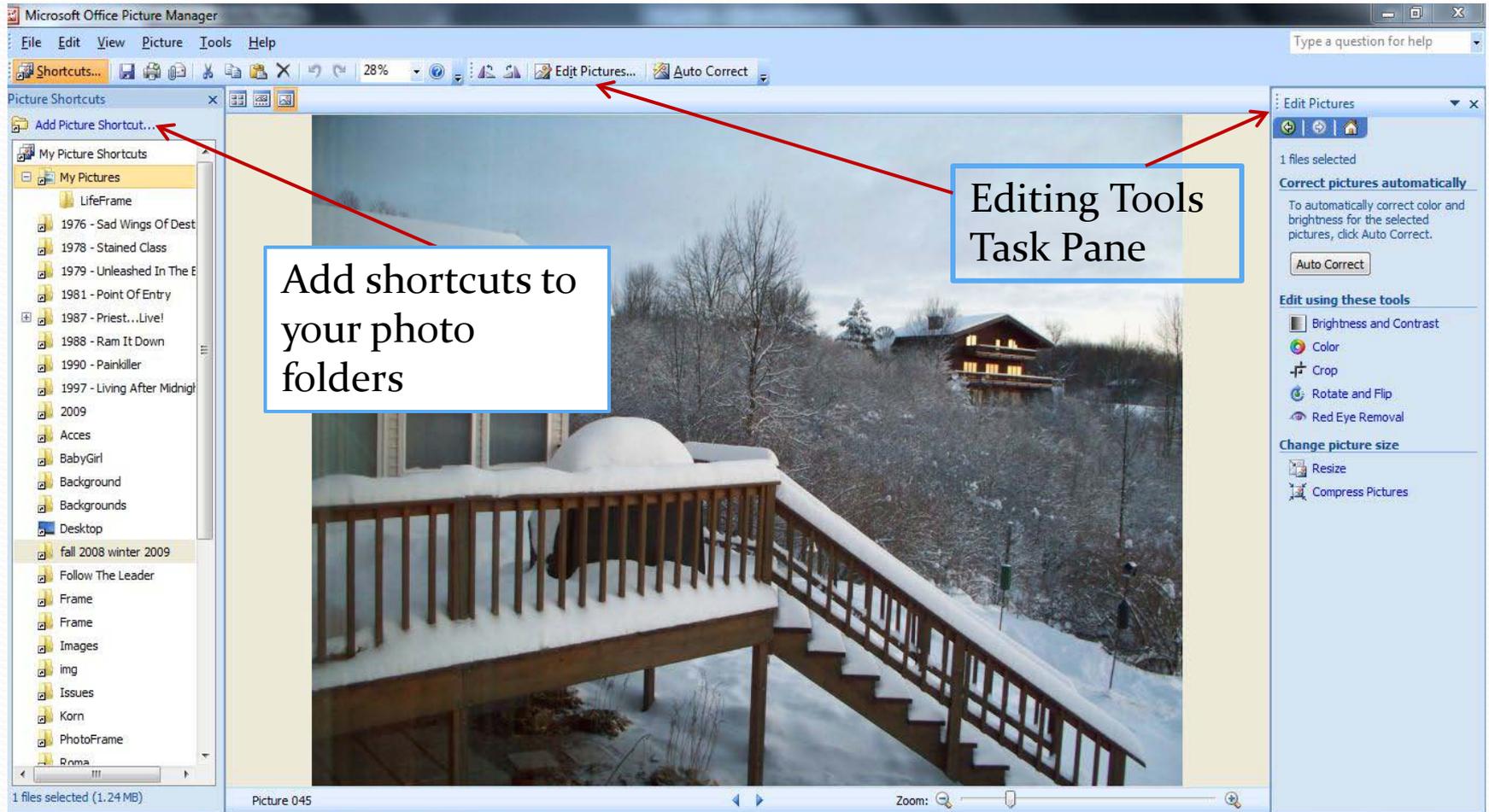
- Library Policy

- No restrictions on working with photos other than we won't help if someone wants to circumvent printing/copy protection.

- 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.
- Microsoft Publisher – Recolor and grouping options.

# Microsoft Picture Manager



# Digital Pictures

- What can you do?
  - 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.



# Audiobooks

- Is it legal?
  - Most CD audiobooks can be ripped to mp3 format for listening to on a portable device, but there are pitfalls.
  - Many downloadable eAudiobooks come with DRM which forces you to acquire a license to listen to them and the license expires after 21 days.



# Audiobooks

## • Library Policy

- Ok to rip CD audiobooks.
- Provide access to services that have an authentication, check out procedure.
  - Netlibrary
  - Overdrive
  - MyiLibrary
  - Gutenberg (open source, free content)
- Playaways, mp3 player w/content loaded.



# Audiobooks

## • Tools

- Computer
- Portable Player (mp3 player or iPod)
  - Bookmarks
- Windows Media Player
- NetLibrary
- Overdrive
- Tumblebooks
- [http://mcls.org/objects/rte/media\\_upload/File/refdocs/Digital\\_Book\\_Comparison\\_Chart.xls](http://mcls.org/objects/rte/media_upload/File/refdocs/Digital_Book_Comparison_Chart.xls)



# NetLibrary

NetLibrary - eAudiobook Browse - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.netlibrary.com/Centers/AudiobookCenter/Browse.aspx?Category=MysteryAndSuspense&Page=4

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CRDL: Home Microsoft Outlook Web Access meebo.com Chippewa River District Library NetLibrary - eAudiobook Browse

Home Welcome, foxoile. (Log Out) Favorites and Notes Edit My Account Help

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Welcome to the Chippewa River District Library System eContent Collection

**me**lib.org

eAudiobook Browse Page: < Previous ... 2 3 4 5 ... Next > Go to eAudiobook Center

Results 46 - 60 of 397 for **Mystery & Suspense**

Sort by: Title

46.  **Cabinet of Dr. Caligari** (eAudiobook)  
by Rasovsky, Yuri.  
Narrated by De Lancie, John; Jay, Tony.; Dean, Robertson.  
Publication: [Ashland, Or.], [Boulder, Colo. Blackstone Audio, 2007.  
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Publication: [Ashland, Or.] Blackstone Audio, 2006.  
*From the Publisher:* "Call for the Dead introduces the world's most famous undercover operative, George Smiley. Here is le Carré at his best,... Show More  
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# NetLibrary

NetLibrary - Download - Mozilla Firefox

File Edit View History Bookmarks Tools Help

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**NetLibrary**

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**Camelot Caper**  
by Peters, Elizabeth.

**Manual Download** from website to My Computer:

- CD Quality (139 MB)
- Radio Quality not available for MP3

**Publication:** [Ashland, Or.], [Boulder, Colo] Blackstone Audio, 2006.  
**Subject:** [England--Fiction.](#) [Romantic suspense fiction.](#) [Audiobooks.](#)  
**Language:** English  
**Duration:** 6 Hours 46 Minutes

Full Metadata

Format: MP3

Plays On: PC iPod WMA Device

More information on Portable Players

**Basic Search**

Full-Text

English

Search

Advanced Search

**eBook of the MONTH**

ANTHONY AVENTI  
**THE END OF TIME**  
MAYA MYSTERY  
2012

**eAudiobook Help**

[iPod Users](#)

Portable Players that work with eAudiobooks

[View the eAudiobooks demonstration](#)

[Frequently asked questions](#)

Remember to use Help to find compatible players.



# Audiobooks

- What can you do?

- Provide eAudiobook service.
- Instructions for using the service.
- Link to online tutorial provided by the company.
  - [http://www.overdrive.com/products/dlr/tour/Topic\\_BrowseCheckoutDownload.html](http://www.overdrive.com/products/dlr/tour/Topic_BrowseCheckoutDownload.html)
- Patrons may or may not be able to do in the library.
- Provide a class on using eAudiobooks.



# Multi MediaRecap

- Example question:

“Can you help me make a copy of my Green Day CD?”

# 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

- Library Policy

- Can patrons print? If so, how many pages and what does it cost?
- The honor system or automated with software control.

- Tools - Software to control printing access

- Envisionware
- Libdata
- Card Meter Systems
- Comprise - SAM

# Printing

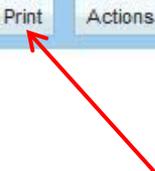
- What can you do?
  - Know the policy.
  - Understand different ways to print web pages.
    - Always do a Print Preview.
    - Remove the printer icon from the toolbar.
    - “Print this page”.
    - Highlight and “print selection”.
    - Highlight and “Copy/paste” to Word or Publisher.
    - Right-click and choose “Print” or “Print Picture”.
    - 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  
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The Sounds of Summer Festivals  
ARTS & ENTERTAINMENT | MAY 7, 2010  
The Sounds of Summer Festivals  
Article Interactive Graphics Comments  
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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



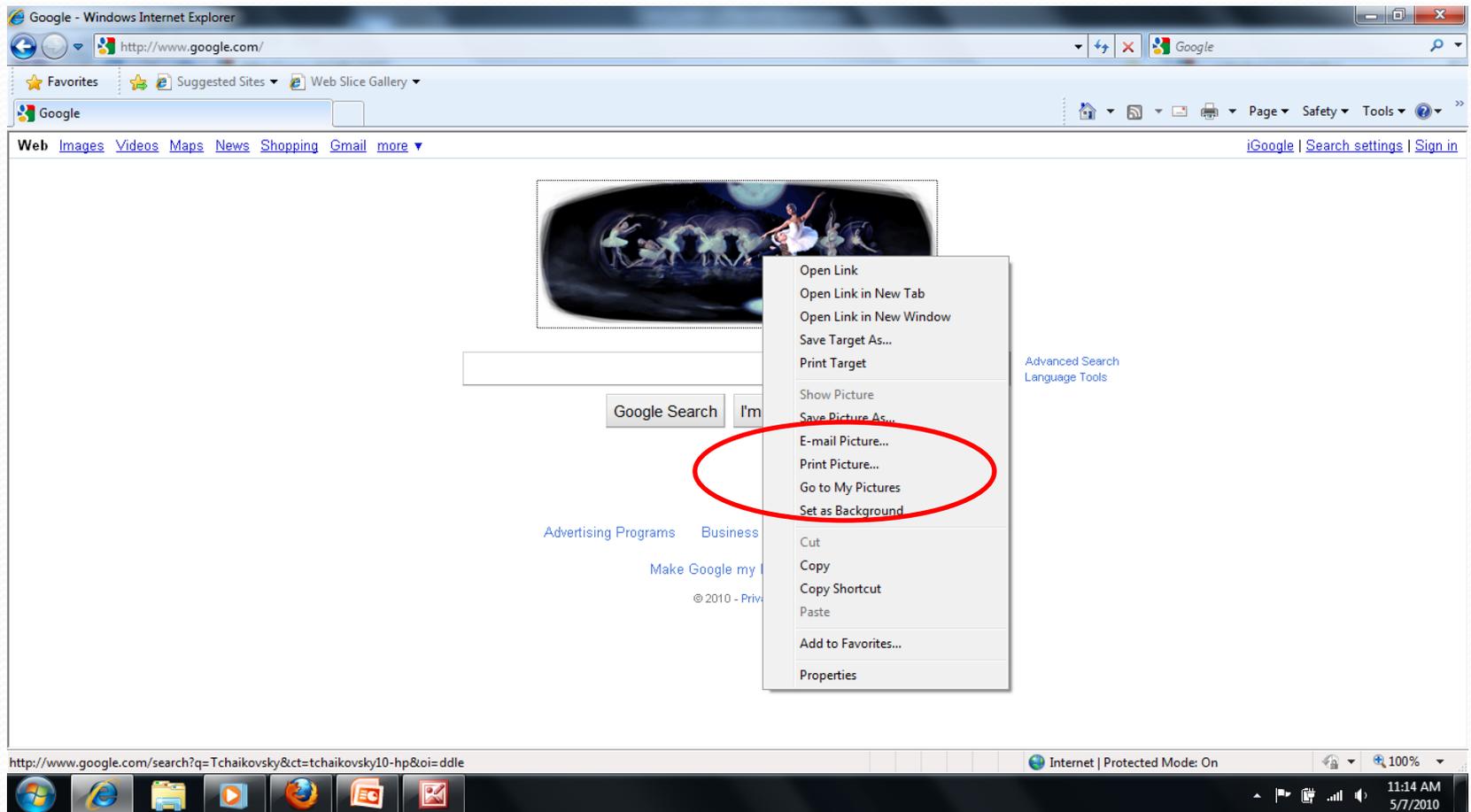
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Spam Empty  
Trash Empty  
What's New Inbox 12 emails holly is a good instructo  
Delete Reply Forward Spam Move Print Actions  
holly is a good instructor  
From: vmlctc <vmlctc\_14@yahoo.com> View Contact  
To: vmlctc\_1@yahoo.com; vml\_inst@yahoo.com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



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Web Images Videos Maps News Shopping Gmail more  
Google maps Tchaikovsky Search Maps Show search options  
Get Directions My Maps  
48858  
Print Send Link  
Traffic More... Map Satellite Earth



# Printing with Right-click



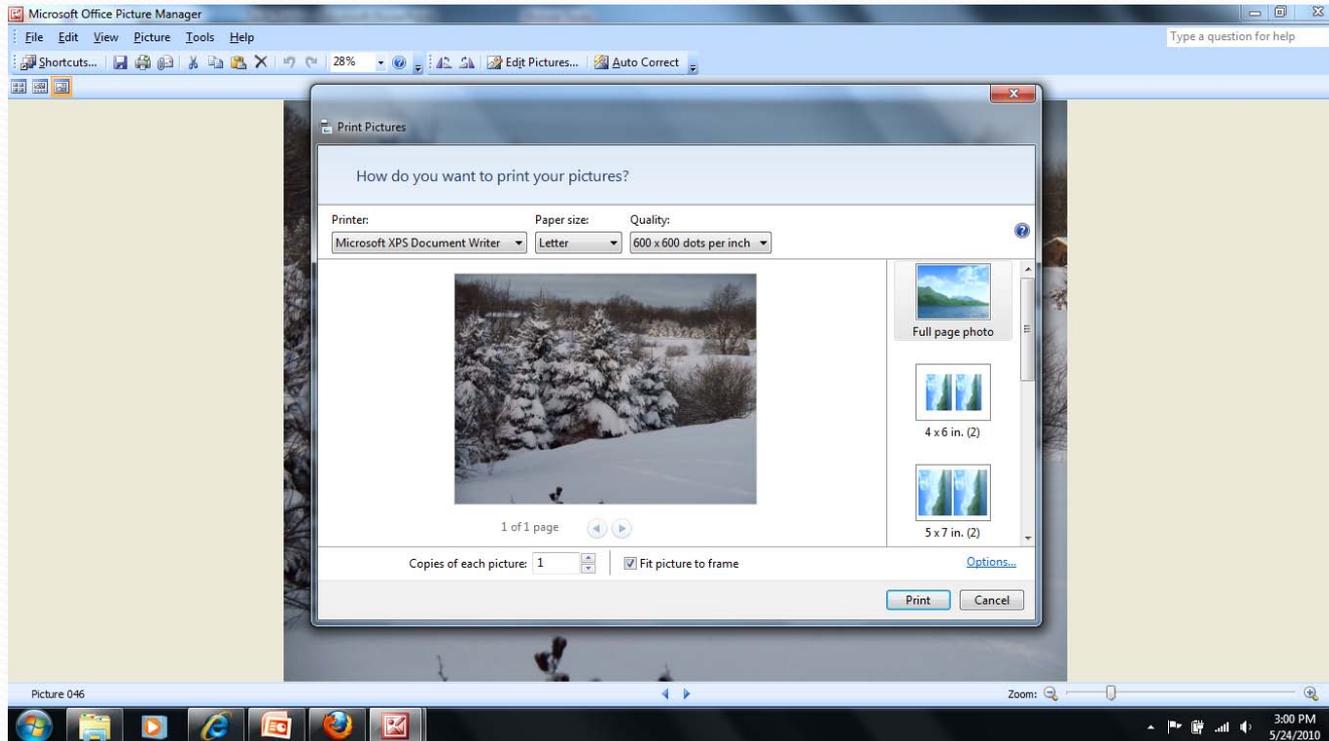


# Printing Recap

- Example Question:

“Can I print this picture so it takes up a whole page?”

# Windows Print Wizard

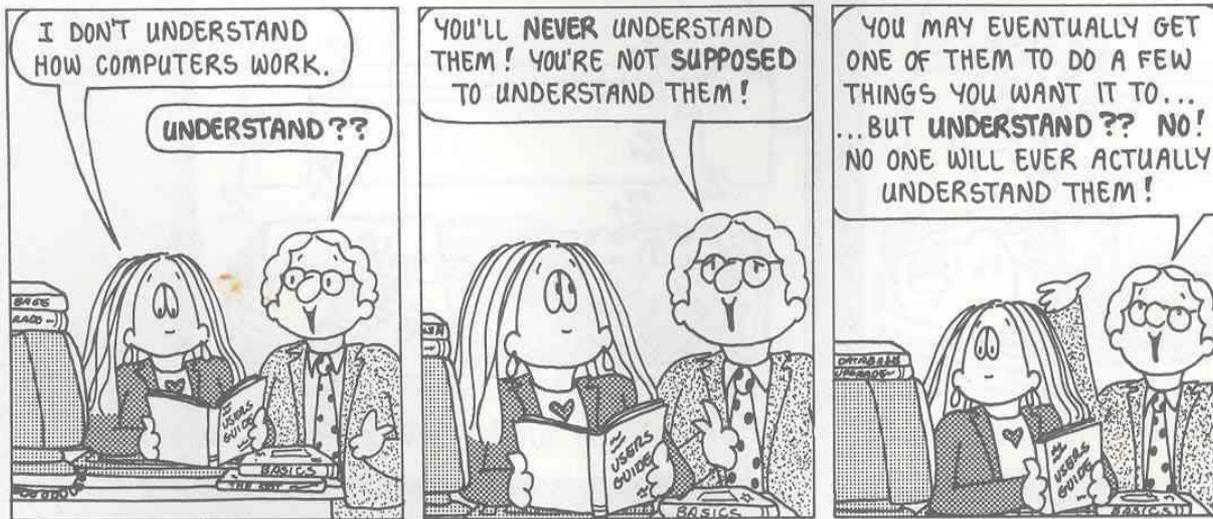


Opens with Microsoft Picture Manager or Windows Photo Viewer.

# 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.”
  - “I can’t get into my email.”
  - “My computer is running really slow. What should I do?”

# Hopeless Hardware



# Hopeless Hardware

- Is it legal?
  - 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

- Library Policy
  - 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

- Tools
  - Free downloadable software such as Adaware, Spybot.
- What can you do?
  - 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.)

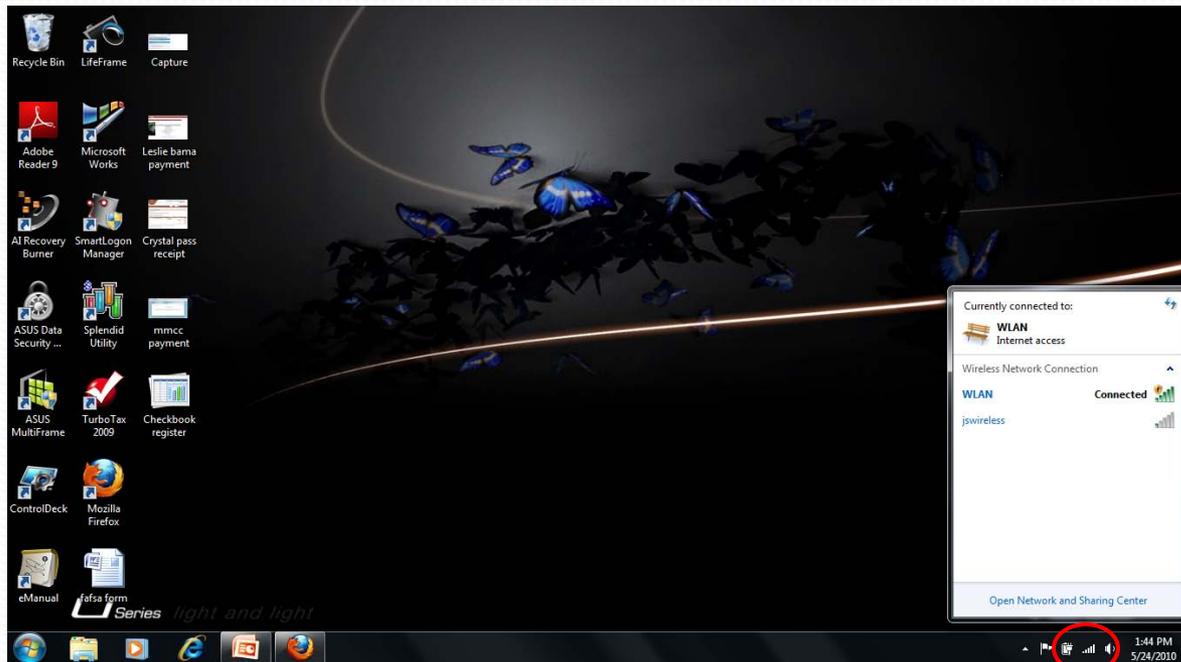
# Hardware Recap

- Example Question:

“I can’t get my wireless to work. Can you help?”

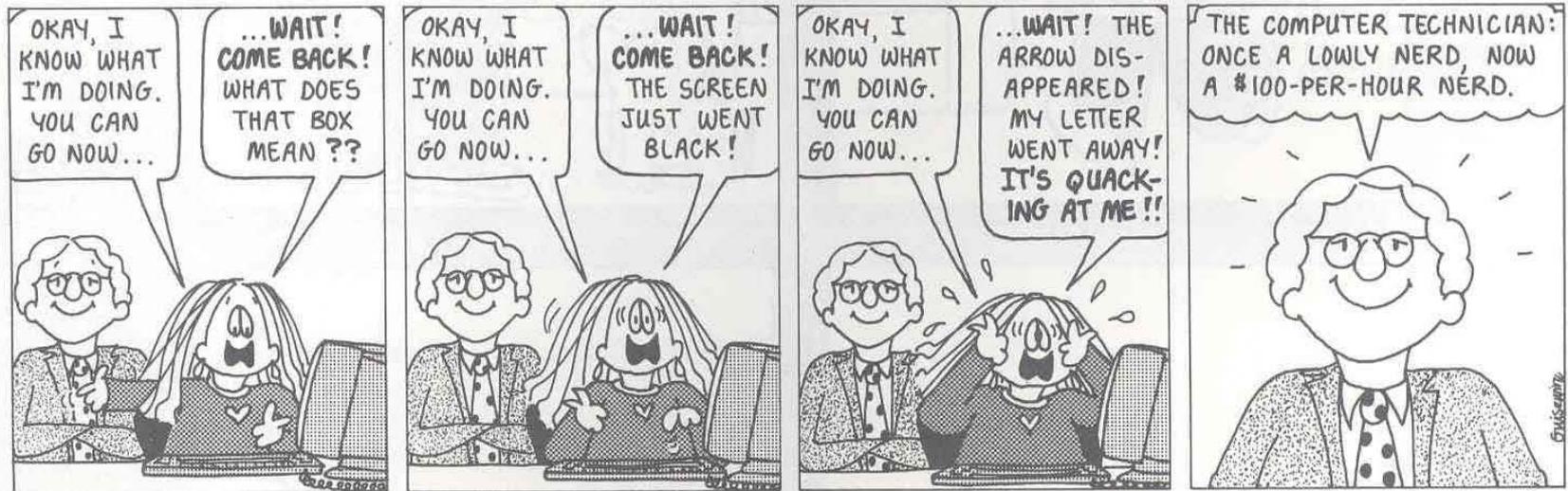
# Hopeless Hardware

- Connect to the wireless Internet.



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

# Computer Classes





# Computer Classes

- What?
  - Basics and beyond
  - Classes, one-on-one, seminar
- When?
  - Various time of the day and evening – try to provide basic classes each month and specialized classes every 2-3 months.

# Computer Classes

- Why?
  - Proactive approach to helping with computer and tech issues.
  - Gives a place to refer patrons.
  - Still needed after all these years.
  - Very popular with patrons and boosts community support.

# Computer Classes

- How?

- Use library staff to teach with handouts we have developed and refined from years of teaching the classes.
- Patience is key.
- “You can’t go too slow”

- Where?

- Our Computer Lab with 10 stations and a SmartBoard.

# Computer Classes

## • Basic Classes

- Mouse & Keyboard
- Basic Computing
- Windows Basics
- Basic Internet
- Basic Email
- Basic Word Processing

## • Specialized Classes

- Basic Spreadsheets
- Intro to PowerPoint
- Intro to Databases
- Internet Searching
- Computer Security & Maintenance
- Managing Digital Photos
- Facebook
- Files and Folders

# Computer Classes

- Class Format

- 1 ½ hours
- Introductions and poll skill level
- Overview of each section
- Practice skill – allow plenty of time
- Questions
- Help people who get behind

# 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.



# Conclusions

- Be reasonable
- Be helpful
- Be patient
- Make referrals

