

READS Tech Programming Roundtable Notes Friday, April 20, 2018

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Brendan from Merrimack

Tech Tutors used in Minot, ND
3-person staff
Basic one on one help

Patterns of needing help:

January – a lot

February – dies down

Spike periodically until major buying holiday and it spikes again (Christmas/January)

Create calendar in excel to see who is available when a patron comes looking for help, and to schedule appointments. Appointments are typically an hour long.

Tech help origins – purpose was to try to prevent backups at the reference desk with patron questions that could be involved

How to deal with a repeat person

In Minot, they limited to 3 sessions

At Merrimack, haven't encountered repeats yet

Appointments are to prevent "needy patron" at the reference desk.

 Gives the patron more attention

 Makes it so that staff don't have to worry about helping patron and also keeping up with everything else at the reference desk.

Give survey at the end of each session

 Could help with performance reviews

 Ask for topics to cover in classes

 Ask how they found out about it

 Responses so far at Merrimack

 Email newsletter and word of mouth most effective

 In-house posters less helpful

Create a spreadsheet of staff skills: who can do what, what system they've used, what type of phone they have

 Patron scheduling procedure: go to spreadsheet to see who is an expert in their question topic, then schedule by when that person is available.

What do patrons want the most help with?

 Old Nooks (fyi: need to use adobe digital editions to make it work) Barnes & Noble sold Nook to Samsung – new Nooks are basically Galaxy tablets

The phasing out of technology drives the demand for tech help – people get new technology, and give old device to parents who are most likely to need help with using it and setting it up

Merrimack has done classes in the past but not as well attended as they expected

Get more numbers from one on one sessions

Topics with some success for classes: internet security, ipads, they're considering adding in Ancestry as a bi-monthly how-to class

Typical demographic: older women, and older men (11 out of 12 tech help patrons are women)

General information topics

Better received as a class

People don't want to hold up a teaching class with questions, don't want to feel like they're keeping others back

****REMIND PEOPLE TO BRING THEIR PASSWORDS****

IDEA: Set up a general email address for the library for patrons who don't remember their email login but need to print a document. Send email from patron phone to library email address and print from public computer.

Wireless printing

Spot for Cassie by Librarica (<http://www.librarica.com/>)

Couldn't get it to read Android. Works with ios and laptops.

\$995/yr for Spot

\$445/yr for Cassie – seem to be universal prices

IDEA: Have 3 staff members in a class

1 teacher and 2 assistants to walk around and help with basic stuff (highlighting, how to use a mouse)

Prefer one-on-one sessions because taking time to help someone use a mouse, etc can eat up class time and make it so that not everything gets covered

Limit attendees in classes (8 seems to work well)

Break into 2 classes: beginner & intermediate sessions

Repeat a month or so later

Classes can also give confidence because patrons will see that others have questions too

Many want to use their own device in class, which could be a challenge because their versions could be different (ex: different word versions have buttons in different places, and may not have the same features)

Classes:

Word, excel, publisher (less attendance) - these have become more one on one instead

Windows 10

Tablets and phones have most demand

Alexa – patrons asking about it. Without inviting it into your home, how do you learn how to use it?

New Tech Offerings – Try Before You Buy

Library of things: check out new tech

Roku

Echo dot – voice activated is good for those with eye impairment

Alexa – patrons asking about it (Concern: how does staff learn it without taking it home?)

Some are uncomfortable about having it in their house.)

Amazon Fire TV Stick

Mobile hotspots – up to 10 devices, check coverage in your area

Don't trust the internet map, call the rep to ask them about coverage

Get an unlimited plan, no matter the cost

Patrons don't understand data usage

Without unlimited plan, if one person streams movies and uses it up in one check out, the device will sit on the shelf unable to go out until the next month

Pair mobile hotspot with a Chromebook for a "Take the Internet Home" package

Charge higher late fee: \$5/day

"brick" the device - turn off remotely if they don't bring it back

Children's librarian used hotspot to have Minecraft program, in order not hog bandwidth from the rest of the library

Nice to have on hand if internet goes out

Hotspots – Sprint or T-mobile

Techsoup: Discounted tech for non-profits (<https://www.techsoup.org/>)

Tourists who go to ski country & White Mountains, can check them out and take with them. May be more likely to use it than someone taking it home

User agreement – they need to check the coverage where they're going

– overdue 3 times, suspended from using

Peggy from Dover Library

Runs 4 classes

3 levels of excel

Beginning excel has prerequisite of how to use a mouse, highlighting, and copy & paste

1 word class: concentrates on formatting

Publicize – signs & chalk board in the building

Send posters to employment security and vocational rehab

Gets a lot of referrals from employment security

Classroom area has 6 computers (Dover is getting a new computer lab classroom in the near future!)

Excel is most popular, hosts it once a month – good for resume and job skills

Required registration, and usually there is a waiting list

Call everyone to remind them – if not coming, tell them there's a wait list

Average attendance is 4 – more attendees from wait list than from original sign ups

How to create and run a class

Have everyone use library computers so everyone is using the same operating system and software

Use the tech you teach

Teach how to use help provided, so that they can use it in the future on their own
Teach concepts not skills
Be reasonably comfortable
Look at tutorials and dummy books to give list of basic topics to cover
Have attendees introduce themselves to the class: what experience they have, and what need to learn. This helps to target classes/level of individual class
Create examples so the class has to do things too
 List of names and addresses to organize; percentages they have to add up, etc
 Tip: download .csv from government website (list of senators, congressmen...) to get lots of data to use in examples in sorting or formatting
Make class interesting
 Walk them through
 Same example to walk through a series of actions
 Periodically make it break. Show how to fit it
Teach how to use the program, how to troubleshoot, what tools are available to figure things out. When something goes wrong, use it as an opportunity to show class how to troubleshoot.
Create handouts
 Write down everything you're going to say
 Then give pictures to illustrate what you're saying
 Handouts give permission to forget – give them the paper to use later at home - but allows them to pay attention and be engaged now, instead of worrying about writing things down
"Google is your friend"
 Show that you as an instructor need to use google as well – give them permission to look it up
Follow along with examples
Give quizzes during class – make them SAY it
Stand behind them to see their screens to see if they're following along, or if they've fallen behind

Beginning classes

If they have never used a mouse, suggest a one-on-one session to get started
If someone comes in because they want all three levels of class – most know they'll be a little bored in the first class
If they go to intermediate and struggle, they don't usually sign up for the advanced class
The more advanced in the class are generally patient with the others who are not

She doesn't teach Google docs or open office – but tells them it's out there

TIPS: The more enthusiasm you have, the more they will have
Let them know how cool it is, convince people that it is fun
Stress that they won't to remember and *that's okay*.
Schedule a new class when existing class is full
 Many people on wait list for first class will sign up for the next class

Teaches excel Monday & Wednesday nights

Will try Saturdays soon
Audience is job seekers
If older population in other towns: days might work better

Other classes

Email class: how to set up an email and how to use it
"What is the cloud?" lecture
Manchester has a PowerPoint class

Memory Lab at Dover – always open

Set of equipment patrons can use to digitize pictures, slides, audio cassettes, VHS, negatives
Scanners, VHS to DVD machine, external floppy disc drive

People can use independently. They sign up for a 3-hour slot.

Do one-on-one with training of all staff (helps refine your instruction handouts)

Can hand instructions to patrons and they can do it themselves

Whole thing cost \$1000

1 specific hardware station for each format

VHS--> DVD most expensive, and only getting more expensive as time goes on
Alternative is USB-based device, plug into computer, other end into VHS player,
covert to digital, then move file to hard drive or burn to a disc

Both COPY IN REAL TIME – 2 hour movie, takes 2 hours to copy – USB device will
keep going, so you have to be there to stop it after the 2 hours. VHS-->DVD
device will stop on its own

Quality is as good as VHS quality – it just makes a copy, doesn't improve
anything

Can give a program on how to use the machine

But people didn't sign up for machine time after the program

Lot of overwhelmed people with a lot of pictures

Sign up through Google forms & posts to a calendar that patrons can view to see what's
available

Some sign up for two machines, so can digitize photos at scanner while a VHS is copying

All in house – nothing get checked out

TIP: Use a donated VHS player to check for grungy VHS tapes before using them in the expensive
machine

Have how to covert instructions

DVD --> Mp4

How to use Dropbox

Requests for the future:

3.5" floppy drive

8mm

Old simcards of multiple sizes for cameras and videorecorders

All machines are getting more expensive over time

3D Printer at Dover

Patrons email a Thingiverse link and library prints for them (<https://www.thingiverse.com>)

In constant use – but only during open hours. Don't run it overnight.

Charge for materials used: \$1.5/ounce

Run a program: "Meet the 3D Printer!"

Future programs: Tinkercad (<https://www.tinkercad.com>)

General Discussion

Google docs: tell people you have to constantly be connected to the internet for it to work
Word: Tell people that you have to pay for it, even if it's installed on a new computer. That's a trial version that will run out or have fewer features.

GCFLearnFree.org (<https://www.gcflearnfree.org/>)

Run by Goodwill. Free tutorials on 180 topics.

Digitallearn.org by ALA & PLA (<https://digitallearn.org/>)

"Use a computer to do almost anything"

Links to tutorials on: How to mouse. What is a browser? Intro to email. Facebook. Skype.

Creating a resume. Being safe online.

To learn new skill, use Google and YouTube (more useful than built in help)

Suggest patrons have a laptop & ipad to follow a tutorial and do the steps at the same time

Seniors are afraid – tell them it's just a tool

Patrons need to be doing to understand

Smartphone help - schedule a one-on-one session

Tip for a beginner smartphone: Motorola is an android with less features

Have a tablet in house to use

Ipad & iphone classes - popular

Android classes

Poll the staff "what do you use?" Helps to determine who can help with what tech.

Staff training

First line staff

If complicated question, ask for help

Once solved, go back with that staff member and explain how to solve that problem.

Link to how it's done. So all staff keep learning, and are able to answer more questions.

Nesmith has a teen tech help

Advertise that a teen will be there to help. Drop-in session. Held twice a month. One week day and one Saturday.

From 1 – 3 in the afternoon, for ½ hour blocks

Teen librarian coordinates

Must find the right teen with the right attitude

They are to teach, not to do it for the patron

Considering: a class on online job applications

Time intensive to complete applications, especially for those who don't know computers

Applications are all different, some have a LOT of questions to answer

Document every tech help given

See themes to plan future classes

VR headsets?

Skeptical feeling in the room

VR could become this generations Nook. All it takes is some other universal device to come along (like a tablet that can download an app for books) for it to be passed by.

They're expensive

Nintendo switch has cardboard cutouts accessories

Be cautious unless there's a demand

3D Printer – constant value

Park by circ desk to show off & introduce technology

Many people not in a high school have never seen one

- State library loans a 3D Printer – must take class first
- Part in well trafficked area – make sure it runs all day
- Give a workshop on how it works

Coding (Moultonborough)

- An Hour of Code class. All ages.
- 9-10 year olds help the 6-7 year olds who go
- Switch to tinkercad in future to let them design something and print it with 3d printer when it is borrowed from state library again

Videogame club

- Loan systems – user agreement like tablets or Lego kits

- Use black friday deals to get tech for the library

- Teen librarian has video games on Saturdays

 - Multiple stations of different systems that kids can come in to play

- Set up a program with retro store to play old game systems

 - "A link to the past" retro store

 - Retro can be more expensive than new

- Call for donations of systems – a small call

 - Gaming nights – add systems to board game nights

 - For kids, watch the game ratings

- In teen room

 - Ps4, wii u, xbox one set up in corner of teen room. Available at all times for teens to play after school. Racing games are big. Not just shooting games

 - But they do bring in numbers?

- Volunteers with drop in tech help?

 - Nesmith has teens that come in at a scheduled time

 - Dover is looking at adults soon for drop in type help

 - Moultonborough has a drop-in tech time, and volunteers come in as helpers

 - Merrimack uses exclusively staff to help with tech

- Loaning tablets (Merrimack is going to do this)

 - Don't loan obsolete stuff

 - Keep old stuff for staff training

 - Get the most modern systems

 - Put on parental controls to prevent downloads

 - Otterbox is overrated

 - Be prepared to deal with stolen and damaged items

 - Consider using a donated item for lending

 - Check what's on files and history and condition before loaning out again to next patron

- Charging stations

 - Have one in teen room (on amazon - small)

 - Wires with a stand

 - Brand it with library logo – Nesmith has one like this

 - Others loan out chargers and cables in the library