

# READS

REFERENCE AND ADULT SERVICES SECTION

## February/March 2019 Newsletter

### READS Round Table: Policy in Practice

@ Hooksett Public Library April 1, 2019 9:30-noon

Librarians create policies with the best of intentions. But, what happens when these policies run up against daily life in the library? During this discussion we will touch on:

- staff who forgive fines, versus those who don't
- patrons who test boundaries
- explaining privacy law to the mother of a six year old
- consistently interpreting policies
- who decides what is disruptive behavior
- changing old norms

Bring your (constructive) horror stories and creative solutions!

READS members \$10 / Non-members \$15 (Check-in @ 9 am)

Registration information coming to your inbox soon!

### Reference Corner: Online Tech Help

*"How do I set-up an email account?" "Can you help me change my Apple ID?" "I need to adjust the privacy settings on my Facebook account."*

Sometimes it feels like we're part of the Best Buy Geek Squad, but in addition to helping people troubleshoot technology, we are also juggling our other circulation desk duties.



While some libraries have created Tech Help sessions to assist patrons at designated times, smaller libraries may not have the staff to run such programs. Below are a few websites that provide step-

by-step instructions to help patrons help themselves! They may just be your new best friend when it comes to the dreaded, "I just got this new phone..."

- [GCFLearnFree](#) provides an introduction to e-mail functionality and links to account set-up for the three biggest providers.
- [Tech-Recipes](#) has tutorials organized into eight categories: Android, Apple, Windows, Internet, Database, Programming, Apps, and Hosting.
- [Techwalla](#) may not look like a tech-help website, but typing just about anything into the search bar brings up a multitude of basic how-to guides.

## Program Spotlight: Abbott Library Film Group



by Justin Levesque, *Assistant Director at the Abbott Library*

Since June of 2017, it has been my unique privilege to facilitate the Abbott Library's monthly film discussion group. While library movie screenings and matinees have become increasingly popular as streaming and projecting technologies evolve, the opportunity to absorb films in private before gathering for a "book club"-style discourse is less common. I usually request around ten to twelve DVD copies of each film selection, to be checked out and watched at one's leisure (granting the opportunity to form opinions and impressions ahead of time). While I do dig up articles, interviews, analytical essays, etc. and forward these materials to group members, I emphasize that this component is not mandatory, and that attendees need only have watched the film. It is my aim for the tone of the group to occupy an inviting, accessible middle ground between popcorn populism and intimidating cinephilia.

Some months have seen higher attendance than others, but I would say that a loyal core group of at least half a dozen members has formed. *Blade Runner* and *Gattaca* saw the highest attendance thus far! One of the most rewarding functions of this program is the opportunity it affords for those of different walks of life to cross ideological divides and converse in a safe, civil fashion. Though more socially/politically charged picks (springing to mind are *Do the Right Thing* and *All the President's Men*) have provoked heated exchanges, things always end with chuckles, a handshake, and a deepened perspective, which would seem to be no small feat in this climate (I was moved to see a participant seriously reevaluate his stance on NFL kneeling protests, for instance). In continuing to encourage such respectful engagement, I hope to expand the appeal of the group while retaining a loyal base of film enthusiasts.

