

Session 422:

Technology Made Simple!

Moving Beyond Basic Computer Instruction



INNOVATION
Imagine, Innovate, Impact

OLA Conference

Thursday, Feb. 2, 2012

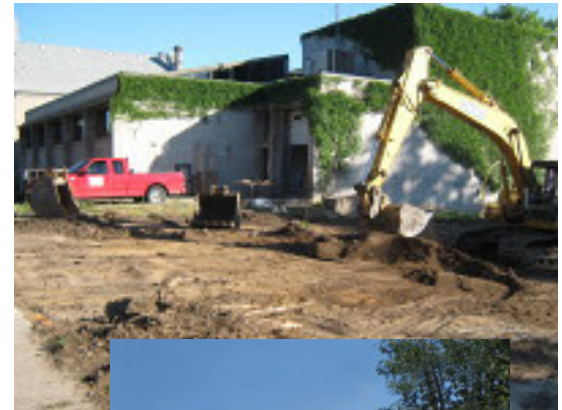
A WORLD
Within Our Doors
HALTON HILLS PUBLIC LIBRARY

Technology Made Simple (TMS):

- Computer instruction + a whole lot more
- Hands-on experience with devices
- One-on-one and small group instruction
- Help for technology questions, no matter the question
- Showing that the Library is a place for answers!

A little background:

- Two-branch library system
- Two buildings under renovations/being rebuilt
- Creating a new spaces for all age groups including seniors



Our Inspiration for our Program:

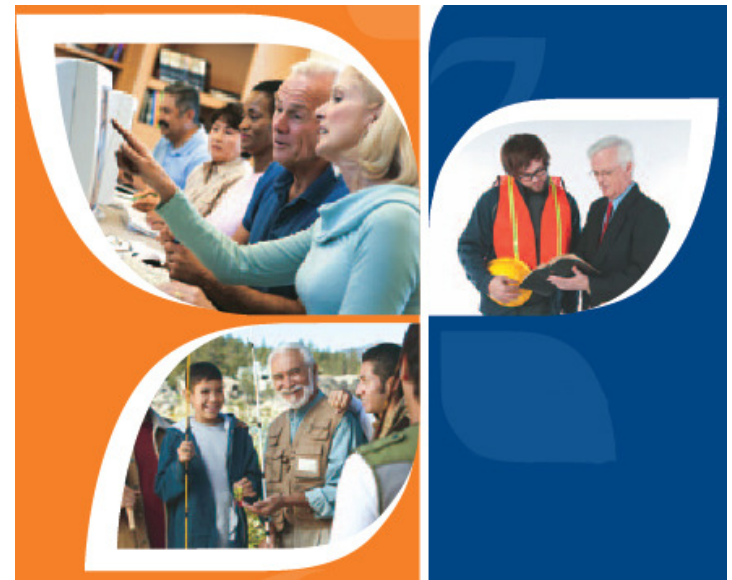
**Old Bridge Public Library, New Jersey
Senior Spaces Initiative**

Seniors Fridays

<http://ifla.queenslibrary.org/IV/ifla74/papers/072-Kleiman-en.pdf>

New Horizons for Seniors

- “The New Horizons for Seniors Program is a federal Grants and Contributions program that supports projects led or inspired by seniors who make a difference in the lives of others and in their communities.”
- \$25,000 per year



New Horizons for Seniors

Capital Costs	\$9,510
Administrative Costs	\$5,460
Programming	\$2,200
Technical Support	In kind
Marketing	\$2,650
Other (refreshments, printing, etc.)	\$3,000

Our Goals:

- Unique in our community
- Provide an opportunity for socializing
- Promote communication between different generations
- Portable
- Outreach



Our Advisory Groups

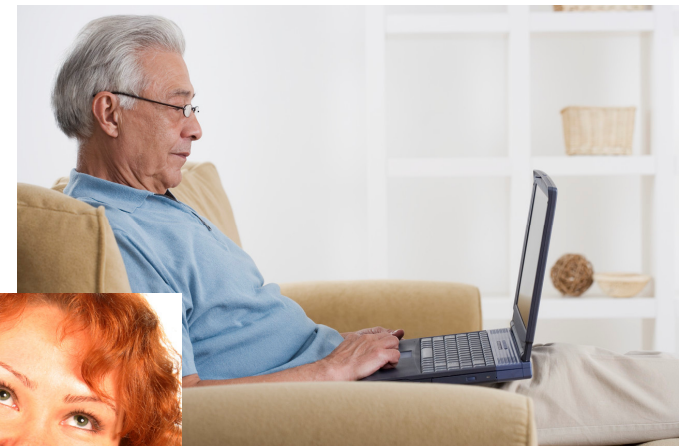
- Informal groups
- Technology petting zoo
- Surveys
- Talking one-on-one



Our Customers

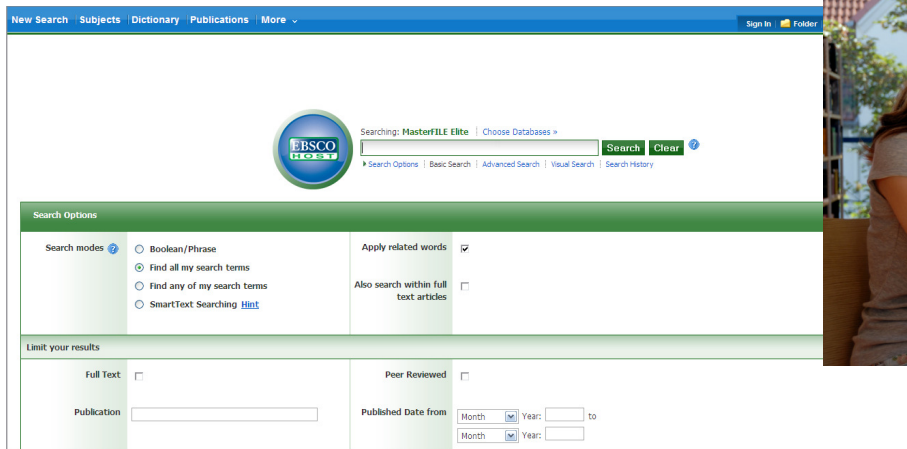
Are all seniors the same?

- Recently retired, Baby Boomers
- Older adults
- Frail elderly



Reference Questions

- Setting up email accounts
- eBooks and eReaders
- Online databases



The screenshot shows the EBSCOhost search interface. At the top, there is a navigation bar with links for "New Search", "Subjects", "Dictionary", "Publications", and "More". A "Sign In" button and a "Folder" icon are also present. The main search area features the EBSCO logo and a search bar with the text "Searching: MasterFILE Elite | Choose Databases". Below the search bar are links for "Search Options", "Basic Search", "Advanced Search", "Visual Search", and "Search History". The "Search Options" section includes radio buttons for "Bookan/Phrase", "Find all my search terms", "Find any of my search terms", and "SmartText Searching". There are also checkboxes for "Apply related words" and "Also search within full text articles". The "Limit your results" section includes checkboxes for "Full Text" and "Peer Reviewed", and a "Published Date from" field with dropdown menus for "Month" and "Year".



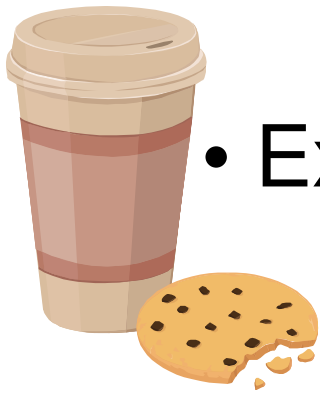
Our Equipment

- 8 Laptops
- 2 iPads
- 2 Camcorders
- 1 Digital Camera
- 1 iPod Touch
- 1 Playbook
- 5 eReaders



Extras

- Cleaning Cloths
- Storage bags
- Tote boxes and carts
- A brewing system, various coffee discs and cookies
- Extension cords, power bars, adapters



Schedule & Format

- 1st Friday of month – topic presentation, followed by hands-on time relating to that topic
- 2nd Friday of month – personalized assistance on any topic
- 3rd Friday of month – personalized assistance on any topic
- Drop-in anytime between 2 & 4
- All ages & questions welcome



Format Challenges

- People were confused by the two different formats

“I won’t go because I’m not interested in that topic.”



“I need help! During what month will you cover my topic?”

New Format

Every program:

- Starts with a very short presentation on a particular topic (same topic at each branch during a given month)
- Finishes with help on any requested topic (may lead back to original topic)



Presentation

One-On-One Help

Program Topics

- Facebook
- The Library Online
- eReaders
- Skype
- Twitter
- Blogs
- Genealogy Online
- Digital Photography




Keep it Flexible

Outreach

- We have taken all of our equipment to outside venues



Program Delivery

- Guest speakers
- Live demos
- Powerpoint presentations
- **You**  **Tube**TM
- Handouts

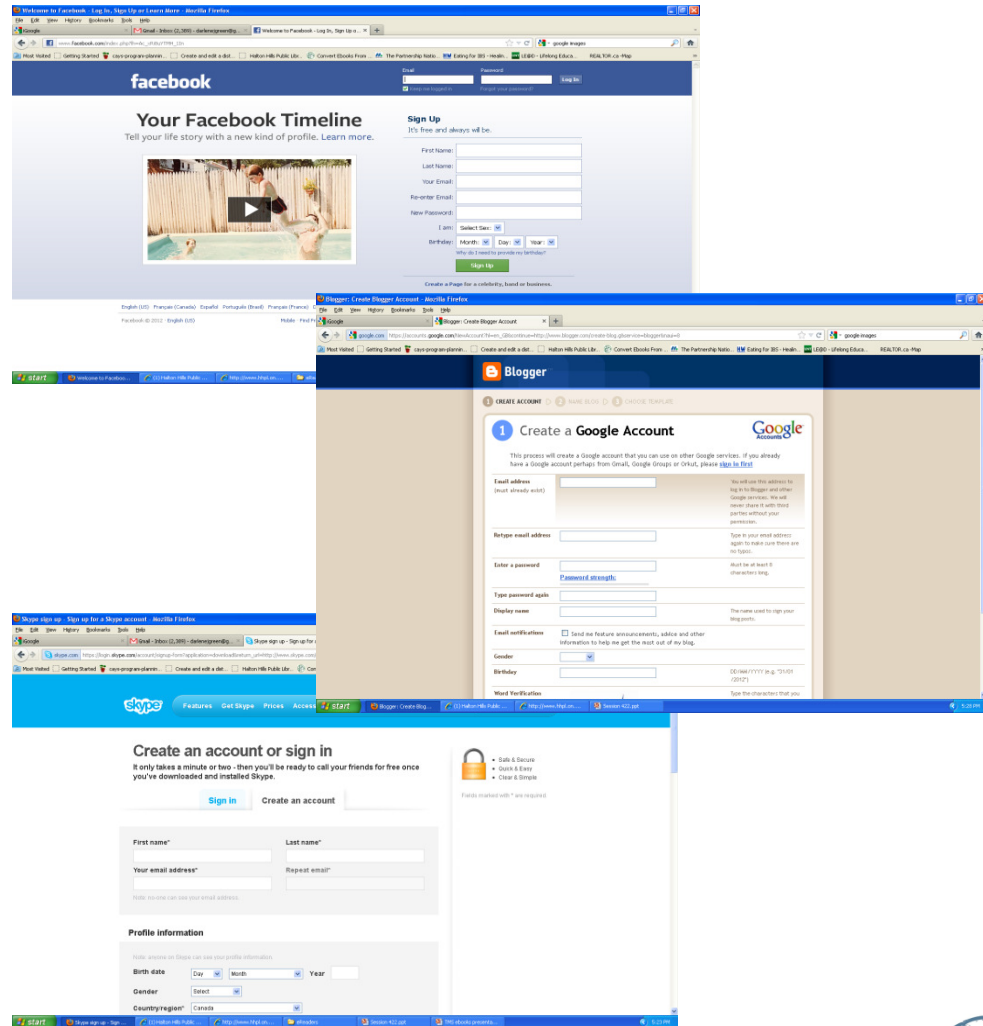
Guest Speakers

- Genealogy Online
- Digital Photography



Live Demos

- Facebook
- Skype
- Flickr
- Blogs
- Gmail



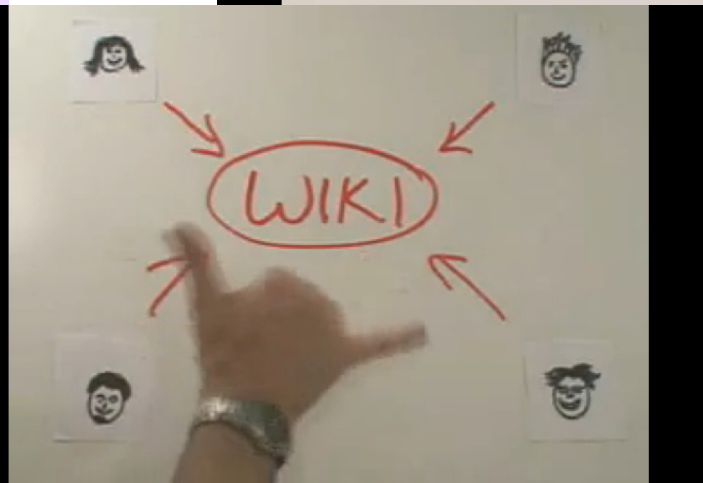
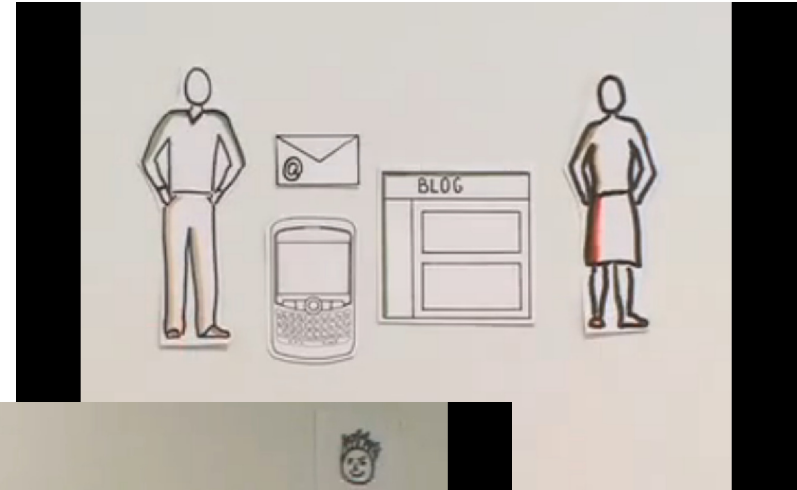
Powerpoint Presentations





TM

Social Media In Plain English



Hand-outs

Checking Out & Downloading eBooks to Your BlackBerry PlayBook

You must have an app called "PlayBooks" on your device before you can download library eBooks to it. Open App World and search for "playbooks". Sometimes there is a charge for this app (maybe as low as 99 cents) and sometimes it is free, depending on what apps are on sale at the time.

1. On your computer, go to www.hillson.ca and then click on "eBooks and Digital Audiobooks". Click on "Login" Type "Halton Hills Public Library" into the box. Enter your Halton Hills library card number (the whole number). Click "Sign In".
2. Search for a book. For the Playbook, the format of the eBooks must be "Open EPUB eBook" or "Open PDF eBook". The easiest way to find these eBooks is to open up the "Advanced Search" and under "Format" choose one of these. If you want something immediately, you can check off the box "Only show titles with copies available", also in the Advanced Search screen.
3. When you find a title that you would like, click "Add to Cart", then "Open to Checkout". Click "Right-click to save" with the right mouse button and "Save Link As". A window will open giving you the option to save it where you wish. You can save it to a particular folder or where it is easy to find. The file name will be a long number – rename this to the title of the book. Just be sure to leave the extension intact (either epub or pdf). Click "Save".
4. Plug your Playbook into your computer. Open up the Playbook app and "Downloads" and open it. Find the eBook on your desk you saved it to one) and drag and drop it into the Downloads folder. When you are ready to read the eBook, you will find it in the app.

Checking Out & Downloading eBooks to iPad, iPod Touch or iPhone

1. Establish an Adobe ID. Create your free ID at www.adobe.com/membership. Remember the ID and password you create.
2. Go to the App Store on your device. Search for "overdrive". Overdrive Media Console app. Install and open the app.
3. From the app, touch the "Get Books" button in the top right corner. Touch "Add a Library" and type in "Halton Hills" and then touch "Halton Hills Public Library". Touch "Ontario Library Service".
4. Touch "Login". Find "Halton Hills Public Library" in the list of libraries. Enter your library card number (with no spaces) and your PIN (your phone number). Touch "Login".
5. To find books you can:
 - "Browse" by type of book
 - "Search" for specific authors or titles. "Advanced Search" is a quick way to find available titles. Choose the Format of "Adobe EPUB eBook" or "Adobe PDF eBook". A Subject that appeals to you and then, if you want, click "Only show titles with copies available" at the bottom of the screen that says "Only show titles with copies available".
6. When you find a title that you would like, touch "Add to Cart" and then touch "Checkout". At this point there is a drop-down menu to choose the lending period to 14 days if you wish. Touch "Download". The title is now added and you can go back to the Overdrive app.



- A place to store, manage and safely share your photos
- Go to www.flickr.com
- Create an account selecting "Sign Up Now"
- Upload photos by selecting "Choose Photos & Videos" and then add titles, descriptions and tags to them
- Edit, crop, rotate your photos
- Privacy settings allow you to only share with the people you want to
- Your friends can comment on your photos – you can comment on their photos. Social Networking!!
- You can look at public photos like ones from [Nasa](http://www.nasa.gov) or the White House or the Smithsonian or the Halton Hills Public Library
- Other similar options – [Picasa](http://www.picasa.com), [Photobucket](http://www.photobucket.com)

Checking Out & Downloading eBooks and Digital Audiobooks to Your Kobo Vox

Step 1: Start the Kobo Vox and connect to a wireless network: Touch the Home icon. Touch the Menu icon (4 horizontal lines). Touch "Settings". Touch "Wireless & Networks". Next to Wi-Fi, touch the checkbox to turn on Wi-Fi. Next to Wi-Fi Settings, choose an available network. Touch the Home icon to return to the home screen.

Step 2: Establish an Adobe ID: Touch the Browser icon and then create your free ID at www.adobe.com/membership. Remember the ID and password you create.

Step 3: Download the OverDrive Media Console App: Touch the Home icon to open the browser and enter www.overdrive.com in the address bar. Touch the link to "Mobile Apps" at the bottom right of the screen. Touch the link that says "download OverDrive Media Console for Android from OverDrive". When the license agreement appears, choose "I Agree". The app will download.

Step 4: Find, install and run the downloaded app: Touch the Home icon on your Vox. Touch "All Apps". Touch "Downloads". In the list of downloaded items, touch "OverDrive Media Console Setup.apk". A window will appear asking if you want to install this application. Touch "Install". Touch "Open" to run the OverDrive Media Console app.

Step 5: Find a Book to Download: With the OverDrive Media Console app open, touch the Menu icon on the Vox. Touch "Get Books". Touch "Add a Library". Type in "Halton Hills Public Library", then touch "Search". Touch "Halton Hills Public Library" from the search results screen. Touch "Ontario Library Service Download Library". The mobile Download Library site will open in your browser. To find books you can:

- "Browse" by type of book
- "Search" for specific authors or titles. "Advanced Search" is a quick way to find available titles in particular genres. To find eBooks, choose the Format of "Adobe EPUB eBook" or "Adobe PDF eBook". A Subject that appeals to you and then, if you want something today, check the box at the bottom of the screen that says "Only show titles with copies available". If you are using "Advanced Search" to find eBooks, choose a Format of "Adobe EPUB eBook" or "Adobe PDF eBook".

Step 6: Checking out: Touch "Add to Cart" and then touch "Checkout". At this point there is a drop-down menu to choose the lending period to 14 days if you wish. Touch "Download". The title is now added and you can go back to the OverDrive app.

Consumer Information

- Current articles and information about devices



Becoming Techno Savvy

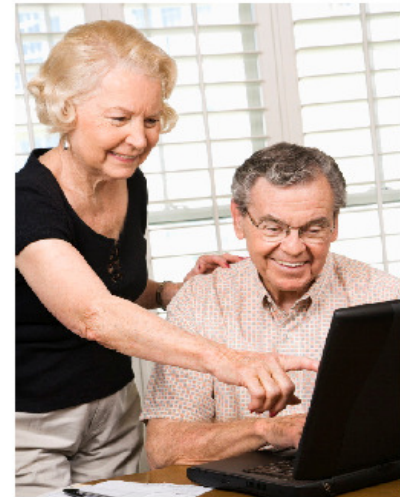
- Played with the devices
- Drew on personal experiences
- Learned from each other & participants
- Researched – books, online forums etc.



Marketing

- Library Newsletter
- Newspaper Articles
- Community Calendars
- Library Website
- Posters & Brochures
- Community Events
- Digital Signage

Technology
Made Simple!



Halton Hills Public Library

Success

- Attendance
- Volunteer Mentors
- Collections
- Programs
- Individual Stories



Success - Attendance

Anticipated: 100 participants

- 90 Seniors
- 10 non-seniors

Actual: 416 participants

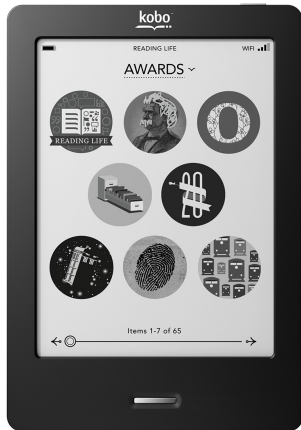
- 296 Seniors
- 120 non-seniors

Success - Volunteer Mentors



Success - Collections

- eBook Circulation
 - ↑ 80% between Jan-Dec 2011
- eReader Lending Program
 - Launched July 2011, 4 eReaders
 - Added 6 eReaders in Nov 2011
 - 10 Kobos (classic, touch, vox)
 - Continuous circulation
 - 88 circs, 48 holds



Success - Programs

- Business Services
- TechnoKids



Success - Individual Stories

- Staying Connected in China
- Skyping Dad
- Home-bound service
- Neighbouring communities



Future Directions

- New format
- My PC Series
- Staff training



Final Thoughts

- Latest Technology
- Grants
- Reference skills



Is there anything else you'd like to know?

Resources:

Seniors Fridays, Old Bridge Public Library, New Jersey

<http://ifla.queenslibrary.org/IV/ifla74/papers/072-Kleiman-en.pdf>

New Horizons for Seniors

http://www.hrsdc.gc.ca/eng/community_partnerships/seniors/index.shtml

Halton Hills Public Library <http://www.hhpl.on.ca>

or email the TMS Team: askus@haltonhills.ca