

Library2.Now!



**ENCOURAGING STAFF TO EMBRACE
TECHNOLOGY**

Outline



- Why?
- How?
- Examples
- Results
- Comments from participants
- Things to keep in mind
- Next steps
- Questions

Why?



- Library 2.0 / 23 Things – Helene Blowers, Charlotte Mecklenburg Library
 - Great for emerging technologies
 - What about current technology?
- Obstacles – time, scheduling, fear of learning
- Differing levels of assistance given depending on who was staffing the desk
- IT staff overwhelmed, feeling other staff not taking on the challenge of learning new technologies (or existing)

there's a nap for that



Library2.Now! is Developed

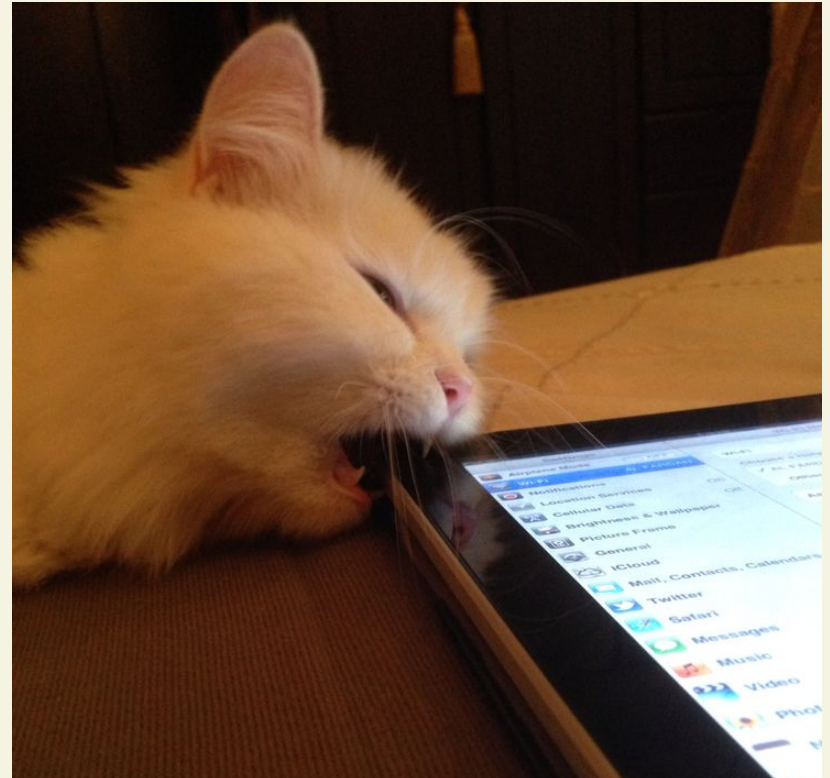


- Wordpress blog created
- Activities posted biweekly, but flexible
- Some use of staff time is permitted but also an expectation that discovery is encouraged outside of work
- Gave the incentive at the outset

iPad mini



- Ensures all staff have access to the same technology
- Common starting point
- Not so unreasonable
- Formal training:
 - Expensive – travel, meals, cost of training
 - Difficult to schedule
 - Benefits don't last if not put to use



<https://www.pinterest.com/connyscholte/computer-cats/>

Something staff can sink their teeth into!

How?



- Activities are quick to create and quick to evaluate
- Empower staff to a self-directed learning model
- Tasks are developed with broad instructions
- Encourage staff not to rely on IT as the first line of support
- Provide general guidelines on where to seek help

Where to go for help...



JULY 18, 2014



DALEALBRECHT



LEAVE A COMMENT

1. Review the instructions.
2. Click on the 'Help' link or 'FAQs'.
3. Google your question, someone else has likely run into this issue before. Check out articles, help forums, videos or images to answer your question.
4. Check out the staff wiki/blog.
5. Ask a friend, family member or co-worker.
6. Finally, if you're completely stuck, email your manager.

**The doohickey has uncoupled from
the thingamabob.**



Bring me the duct tape.

Week 2: Downloading Apps

 JULY 18, 2014

 DALEALBRECHT

 1 COMMENT

1. Downloading apps is easy using the App Store. Open the App Store and get oriented. Use Google or YouTube to find information about setting up an account (with or without a credit card – your choice).
2. Download BookMyne, OverDrive & Mango Languages – Hint: the links for all these can be found on the Library's website.
3. **Take a screen shot** of your iPad showing your 3 new apps and email it to your manager.
4. Set your Library account up in BookMyne.
5. Take a screen shot of the opening screen of BookMyne showing My Account (with your card number showing) ; My Bookshelf ; Suggested Reading

I've also attached a list of helpful resources that you can use for assistance when doing the weekly activities or when exploring your iPad on your own.

Happy discovering!

Week 5: Searching the Library's Website



AUGUST 11, 2014



DALEALBRECHT



4 COMMENTS

Navigating through the Library's website, answer the following questions and email your manager the answers.

1. Can you print from your iPad to the public Xerox?
2. What mobile apps does the library have for iPad?
3. What page will you find Library Employment Opportunities?
4. What activities are happening on August 28th?
5. How many people like our Facebook page?
6. What are 2 recommended browsers for viewing our website?
7. Name information you previously did not know was on the website and where it's located.

Task #17 – Microform Reader/Scanner /Printer



FEBRUARY 23, 2015



CARM20



LEAVE A COMMENT

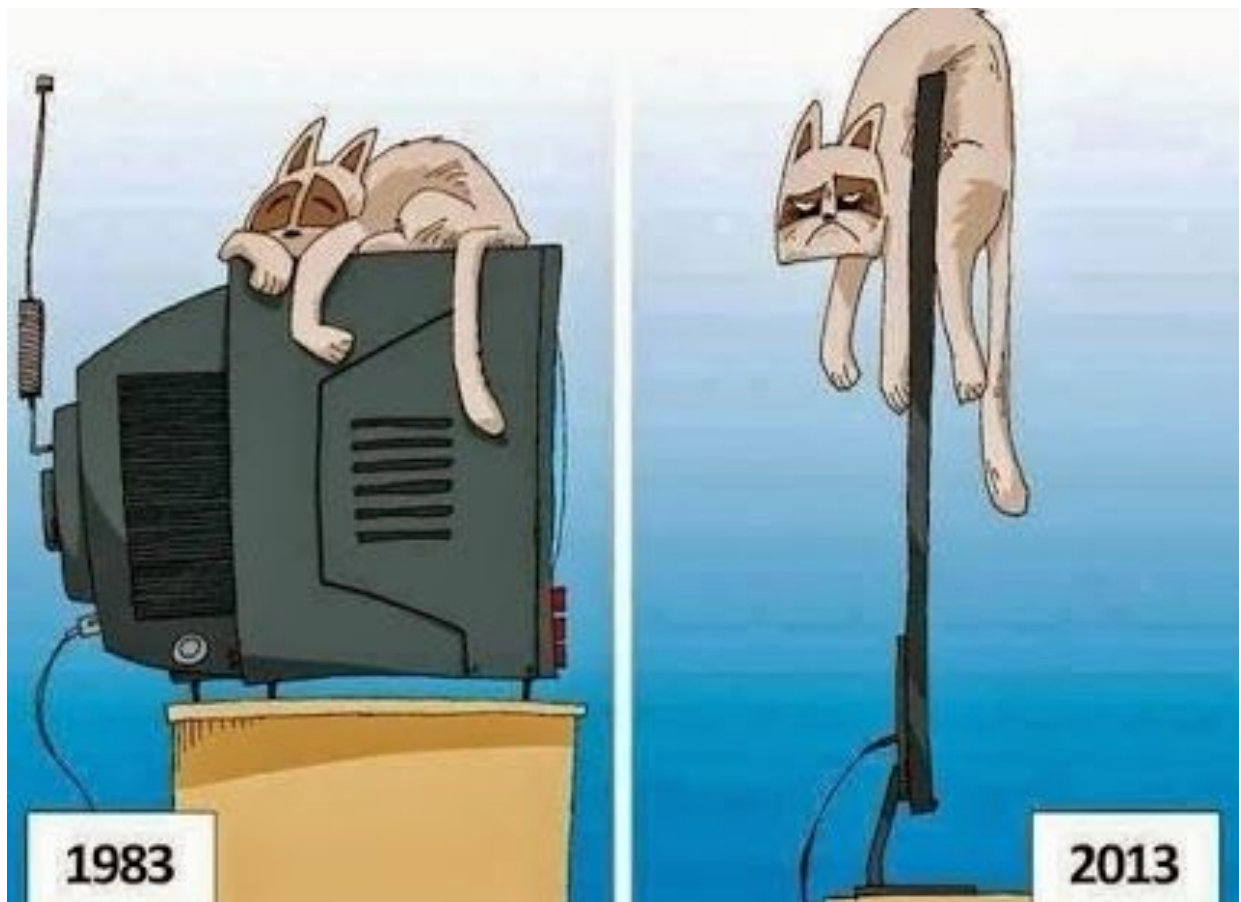
In the responses to the survey we received multiple suggestions for this topic to be addressed in our Library 2.Now! activities. As with many of the tasks we've done, you will find it helpful to take the time to run through this scenario every month or so. It is easy to forget unless you use the equipment on a regular basis.

1. Book a session on the microform computer.
2. Review the instructions on the blue laminated sheet attached to the monitor. These instructions and more are also available in the IT Help folder on the Q drive.
3. Load a reel from the year of your birth on the microform reader.
4. Scan a page and print it. Write your name on your print and give it to your manager.
5. Change the polarity and scan the page again. Email your scan to your manager.
6. Unload the reel and end your computer session.



We have revisited:

- OverDrive
- Zinio
- Apps
- iPad Functions



allthatspam.blogspot.com

Revisit tasks to make staff aware of any changes or to reinforce lessons.

Task #20 – OverDrive & Zinio Review



APRIL 29, 2015



CARM20



LEAVE A COMMENT

Time to revisit some of our most popular services. If you aren't using these services on a regular basis it's easy to forget the steps. It's a good idea to refresh your memory every couple of months to keep up with changes and stay informed.

1. **OverDrive**

- a. If needed, review the instructions for checking out and downloading eBooks & eAudiobooks using the OverDrive app
- b. Download 1 eBook & 1 eaudiobook on your iPad
- c. Take a screen shot of your OverDrive app bookshelf showing your titles

2. **Zinio**

- a. If needed, review the instructions for checking out and downloading an eMagazine from Zinio
- b. Checkout a new eMagazine and open a title on your iPad using the Zinio app
- c. Take a screen shot of your Zinio app showing your new title

3. **Email both screen shots to your manager**

Try One Yourself



Task #16 – Putting Your Knowledge to Work



FEBRUARY 11, 2015



CARM20



LEAVE A COMMENT

This week's exercise is designed to put some of the skills you've learned into some real life scenarios.

1. A patron approaches the desk and says they are having trouble getting on the wireless. What are 3 ways you could help them?
2. A patron cannot log into the computers with their library card. You've checked their account and everything looks fine. What can you do to help them? Provide at least 3 options.
3. Email your answers to your manager.

Accountability / Keeping Track



- Send answers to their managers
- Tracking – just a spreadsheet but all in one place

B	C	D	E	F
Email screenshot showing OverDrive, BookMyne & Mango Languages Apps	✓	✓	✓	✓
Email screenshot showing BookMyne set up	✓	✓	✓	✓
Email screenshot showing OverDrive bookshelf with an eBook & eAudiobook	✓	✓	✓	✓
Leave a comment on the blog	✓	✓	✓	✓
Email screenshot showing library2pointnow.com on home screen	✓	✓	✓	✓
7 questions about the Library website	✓	✓	✓	
Enterprise - basic searching	✓	✓	✓	
Enterprise - advanced searching	✓	✓	✓	
Public Access Computers - Selfie, Comment, Print	✓	✓	✓	
Photocopy/Scanning - double sided bw photocopy, scan	✓	✓	✓	
PC Reservation Stations	✓	✓	✓	
iOS8 upgrade for iPads/feedback on first 10 weeks of Library 2.Now!	✓	✓	✓	
Advanced photocopy/scanning	✓	✓	✓	
Merlin and Awesome Box	✓	✓	✓	
ZoomText	✓	✓	✓	

Results



- Helps managers support their staff and gain an understanding of where their staff would benefit from further training
- Greater confidence = better customer service
- Use as a goal in performance reviews
- Helps to define the limits of what staff should try on their own and when to call in IT
- Dealing with reluctance

Comments From Participants



“Library 2.Now is a great way to learn about both the library and it’s ever changing technology. My favourite activity so far was when we learned we could print wirelessly from our iPads. I now regularly send print jobs from my phone or iPad and suggest it to patrons whenever I have the chance. Having our library2.Now program as a blog is great because you can easily comment on posts, see what others are saying and access previous posts from the archives.”

Comments From Participants



“Library 2.Now! is a good hands-on way to experience the ever changing world our libraries are experiencing. It ensures all staff (from the custodian to the CEO), is exposed to new technology and equipment. ... It is much easier to promote services when you more fully understand them and have “played with them”. It allows you to experiment when your schedule permits (everyone has deadlines at different times!). Team members can ask a co-worker for assistance if encountering difficulty with a procedure (practice for dealing with customers!) Learning by doing is often so much more effective than a presentation done at a staff meeting or an email explanation. ”

Comments From Participants



“I have enjoyed our Lib 2. Now tasks. I understand the need to embrace these challenges and to continue to learn about new technology that will keep our patrons coming to the library. Often these tasks have been beneficial for me in the workplace as well as at home.”

Comments From Participants



“I’ve found the Library2.Now program to be an excellent exercise to become better acquainted with the services our patrons utilize on a regular basis. It’s empowering to have a firm knowledge of the various services the library offers in order to assist our patrons.”



Benefits

Empowerment

Discovery

Hands on

Transferable skills

Intrinsic learning



www.catsvscancer.org

Confidence in Motion!

Topics – In No Particular Order



- Using the iPad & wireless internet
- Downloading Apps: OverDrive, BookMyne & Mango Languages
- Using OverDrive
- Searching the catalogue using Enterprise including facets & advanced search
- **Finding information on the Library's Website**
- Logging into the public computers
- Using ZoomText & Merlin
- Using the IT Help folder on the Q drive
- Reporting IT issues
- Microfilm scanning & printing
- **Using webmail and advanced features in Outlook (including searching archive)**
- Using the public Xerox to print, copy & scan to email including advanced features
- Using the staff Xerox to print, copy & scan to email including advanced features
- Basic computer troubleshooting – public computers
- Basic computer troubleshooting – staff computers
- Daisy readers & discs
- PC Reservation stations – public & staff
- **Resetting the coin box**
- Awesome Box
- Telephone – forwarding, changing messages, etc.
- Visiting the Library's Facebook Page
- Using Bluetooth
- Posting comments, questions & photos to the blog
- **Minecraft**
- Email & Network Security
- Audio System in Auditorium
- Android
- iPad Settings – password lock, battery life
- iPad/Device Troubleshooting
- Siri
- **App sharing session**
- Public Computers – software & capabilities
- Microfilm - More
- Searching catalogue from the Web, Bookmyne & Workflows
- iCloud
- **Power Outage/System Outage**
- Saving to portable device
- Workflows Tips & Tricks (Boolean, truncation)
- Google Search Tips
- SmartBoard
- Online Resources
- Ancestry
- iTunes
- ZoomText – More
- Mobile Device Printing
- NoveList

Things to Keep in Mind



- Nothing is off limits!
- Be careful how you word the activities to avoid one word answers
- Take breaks when it gets busy or allow more time between activities
- Ask staff for suggestions of topics and make sure you use them
- Challenge staff who have expertise with a product or service to develop an activity
- Develop activities that meet the needs of your library
- And most importantly...

Keep it Fun!



Anonymous

Embarrassing to take a selfie in public and even more embarrassing to see that scary selfie! No using them for blackmail!!!!!!

★ Like

 REPLY

 SEPTEMBER 12, 2014 AT 4:12 PM

What's Next for Library2.Now!



- Keep it going – technology isn't going away
- We are looking at developing a similar activity-based program for patrons
 - To encourage discovery of library services
 - Library BINGO – when a line of activities is complete, they receive a prize

Questions?



<https://library2pointnow.wordpress.com/>

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