You can do IT!

Presenter: Samantha Link

Topics Today

Troubleshooting

Teaching Tech

Cool Tools

Troubleshooting

You can do IT

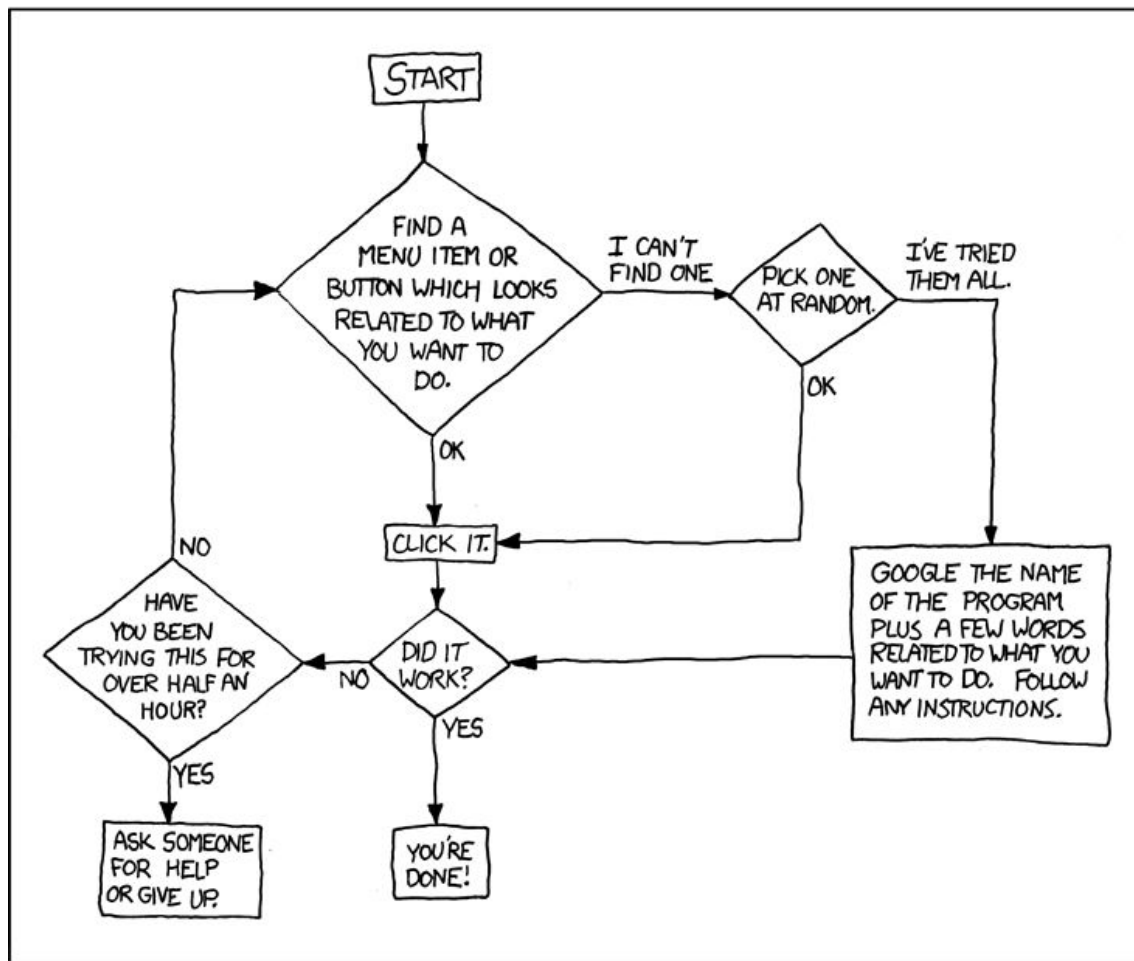Library staff can show *how to search* and *where to start looking.*

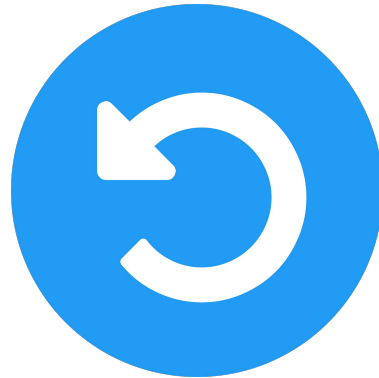# Tech Support Cheat Sheet

by Randall Munroe

xkcd

https://xkcd.com

You can do IT

Remember magic trick:

Restart
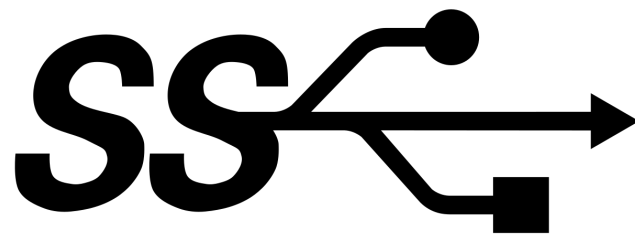
Screenshot it!

IMAGE CREDIT: University of Illinois Library
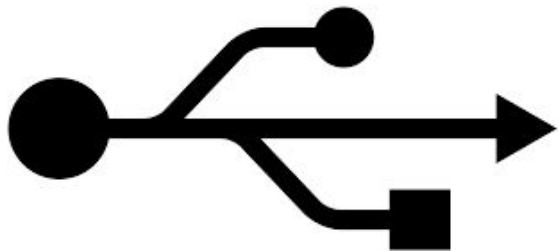
Cords, dongles, ports...oh my!

USB

VGA

(analog)

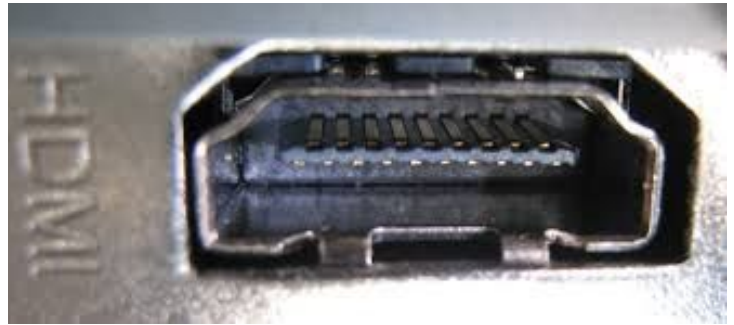**video only**

HDMI

(digital)

audio + video

VGA
(analog)

video only

HDMI
(digital)

audio + video

R I P
1987 - 2015

Yes, there are adapters!

Device chargers

MADISON PUBLIC LIBRARY - Central

How does WiFi work?

The Internet works by chopping data into chunks called packets. Each packet then moves through the network in a series of **#** hops.

Sender

①

②

Wireless router

Modem

③

Entering the network
Each packet hops to a local Internet service provider (ISP), a company that offers access to the network -- usually for a fee.

CenturyLink, Mediacom, Spectrum, etc.

inside library, office, café, etc.

④

"THE INTERNET"

IMAGE CREDIT: Lazaro Gamio, *Washington Post*

Back it up

paper

hard drive

cloud service

Your ITeammates

Kris
Schwartz

Dalton
Stewart

IFLS

Tony
Kriskovich

NWLS

Sony
Yang

Tou
Yang

WRLS

Ashraf Ben
Khalifa

Joshua
Klingbeil

WVLS

IMAGE CREDIT: Hannah Speer, Entuity Network Analytics

Teaching Tech

Digital Learn

Walkthroughs for basic computer use
& online basics (sponsored by PLA)

DIGITALLEARN.ORG

Use a computer to do almost anything!

Choose a course below to start learning or search courses.

If you are new to computers, haven't used them for a while, are a little unsure and uncomfortable, or just need a bit of a refresher, we have the tools to help you tackle technology at your own pace and gain the confidence you need to succeed.

Starting Out

Why Use a Computer?	Getting Started on a Computer	Using a PC (Windows 10)
Reasons why you should take the time to learn about computers.	What a computer is and how to use a mouse and keyboard.	Learn the basics of using a PC with the Windows 10 Operating System.
⏱ 15 mins	⏱ 15 mins	⏱ 13 mins

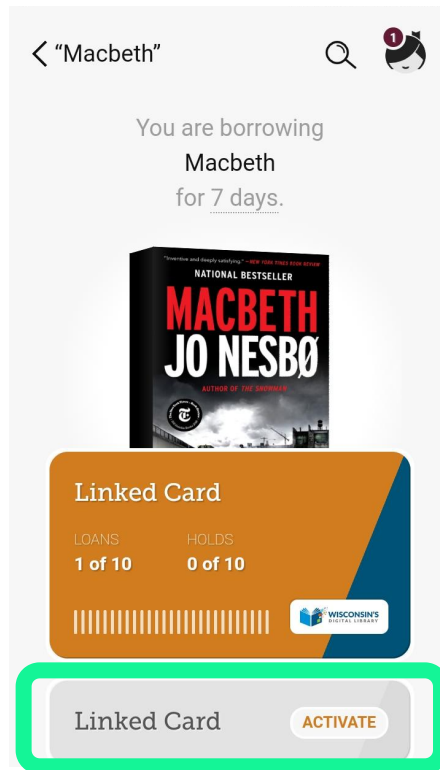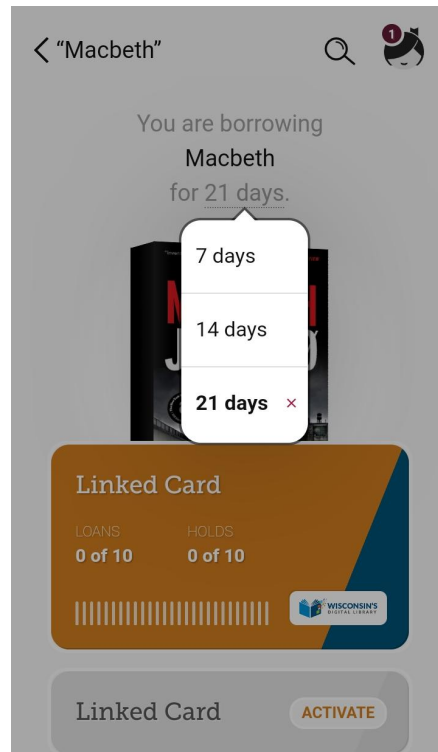| Navigating a Website	Intro to Email	Intro to Email 2: Beyond the Basics

Libby

OverDrive app

Libby

Connect multiple library cards on same device
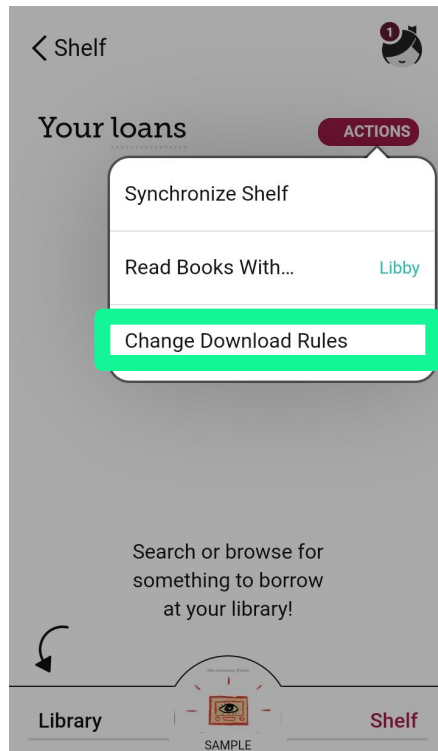
★ personal?

★ family?

★ staff card?

Libby

Borrow screen tip:
Set longest loan period possible

Libby

Listeners and readers on the go: download instead of streaming

Your loans | ACTIONS

Synchronize Shelf

Read Books With… | Libby

Change Download Rules

Search or browse for something to borrow at your library!

Library | Shelf

SAMPLE

HIDE

Which of your loans should be downloaded automatically?

Everything
All borrowed titles will be added to the download queue automatically.

Titles under 20 megabytes ✓
Most books are under 20mb, but audiobooks can be in excess of 300mb, and graphic novels and magazines are often over 100mb.

Nothing
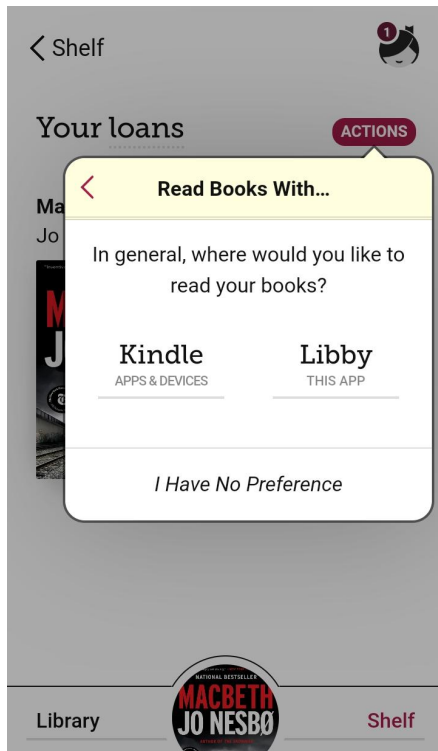Each title will stream, and will be unavailable offline, unless you choose to download it manually.
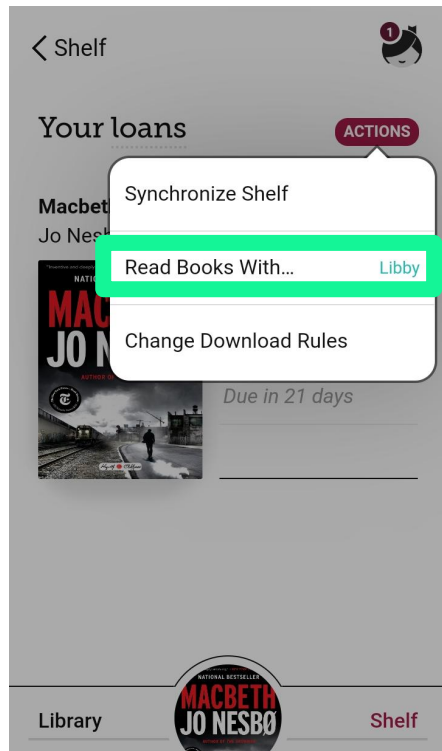
Download only on Wi-Fi ✓
Reduces mobile data usage.

Libby

"**Read Books With...**" feature can send to Kindle (Fire compatibility "coming soon")

Cool Tools

Program resources

IFLS + WVLS:

WRLS: https://wvls.org/equipment-for-booking https://www.wrlsweb.org/for-librarians

Borrow things like...

★ Laptops, tablets

★ Maker / STEAM kits

★ Sound system

Digitization equipment

NWLS: 1 flatbed scanner + laptop (DPI WISElearn)

WVLS: 1 flatbed scanner + laptop (DPI WISElearn)

For use with: documents, small batch of slides, film negatives

WRLS: https://www.wrlsweb.org/for-librarians

- Slides or film negatives to digital image files
- VHS tapes to DVD, cassette tapes to mp3s

Digitization equipment

1 large-batch slide scanner available for request statewide (DPI WISElearn): contact Tamara Ramski of South Central Library System

For help planning a local history digitization project, contact Emily Pfotenhauer at WiLS