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.
WE DON'T MAGICALLY KNOW HOW TO DO EVERYTHING IN EVERY PROGRAM. WHEN WE HELP YOU, WE'RE USUALLY JUST DOING THIS:

START

FIND A MENU ITEM OR BUTTON WHICH LOOKS RELATED TO WHAT YOU WANT TO DO.

I CAN'T FIND ONE

PICK ONE AT RANDOM

I'VE TRIED THEM ALL

OK

CLICK IT.

HAVEN'T YOU BEEN TRYING THIS FOR OVER HALF AN HOUR?

DID IT WORK?

NO

YES

ASK SOMEONE FOR HELP OR GIVE UP!

YOU'RE DONE!

Google the name of the program plus a few words related to what you want to do. Follow any instructions.
You can do IT

Remember magic trick: Restart
Screenshot it!

Snipping Tool

Snip & Sketch
ONE DOES NOT SIMPLY
PLUG THEIR LAPTOP INTO THE OVERHEAD PROJECTOR
Cords, dongles, ports...oh my!
USB
VGA
(analog)
video only

HDMI
(digital)
audio + video
VGA
(analog)
video only

HDMI
(digital)
audio + video

RIP
1987 - 2015

Yes, there are adapters!
Device chargers

courtesy charging station

your device,
your responsibility

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. CenturyLink, Mediacom, Spectrum, etc.

Inside library, office, café, etc.

“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
One does not simply request something from IT...

A ticket must first be created.

IMAGE CREDIT: Hannah Speer, Entuity Network Analytics
Digital Learn

https://www.digitallearn.org

Walkthroughs for basic computer use & online basics (sponsored by PLA)
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?**
  - Reasons why you should take the time to learn about computers.
  - 15 mins

- **Getting Started on a Computer**
  - What a computer is and how to use a mouse and keyboard.
  - 15 mins

- **Using a PC (Windows 10)**
  - Learn the basics of using a PC with the Windows 10 Operating System.
  - 13 mins

- **Navigating a Website**

- **Intro to Email**

- **Intro to Email 2: Beyond the Basics**
Libby

OverDrive app

Download

Download
Connect multiple library cards on same device
★ personal?
★ family?
★ staff card?
Borrow screen tip:
Set longest loan period possible
Libby

Listeners and readers on the go: download instead of streaming
Libby

“Read Books With...” feature can send to Kindle (Fire compatibility “coming soon”)
Cool Tools
Program resources

IFLS + WVLS:
https://wvls.org/equipment-for-booking

WRLS:
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