

Five Steps To

# Teaching Tech

Jessamyn West - NLC - DLCC

[<librarian.net/talks/nlc>](http://librarian.net/talks/nlc)

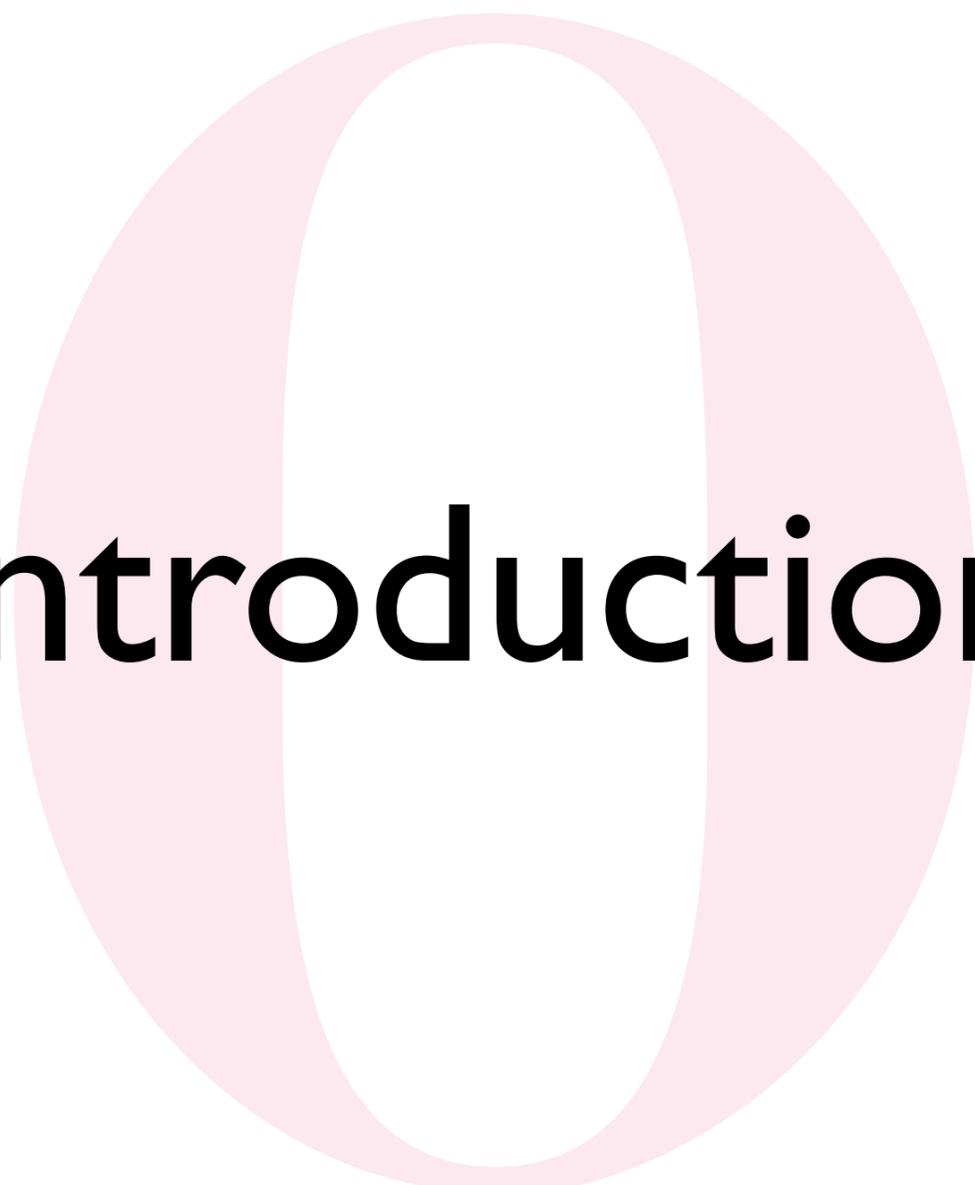
[@jessamyn](https://twitter.com/jessamyn)



Hi thanks for having me. I'll be here all day. Feel free to go to [librarian.net/talks/nlc](http://librarian.net/talks/nlc) to see the links that go with this. I'll post the link to my twitter feed as well.

Digital literacy is a journey, not a destination. And the digital divide won't be solved via Yet Another Website though that's what people continue to build and get funding for. How much money would you pay for someone to give you a solution to getting people happily and safely online?

I've got some good news and some bad news. The good news is that there are lots of people who will take your money to sell you products and services to "solve" this problem. The bad news is that they don't work, not completely. I'm going to break down what some of the hurdles are and talk about what some people are doing to make a dent in this, and what you can do to help as part of this state project



# Introduction

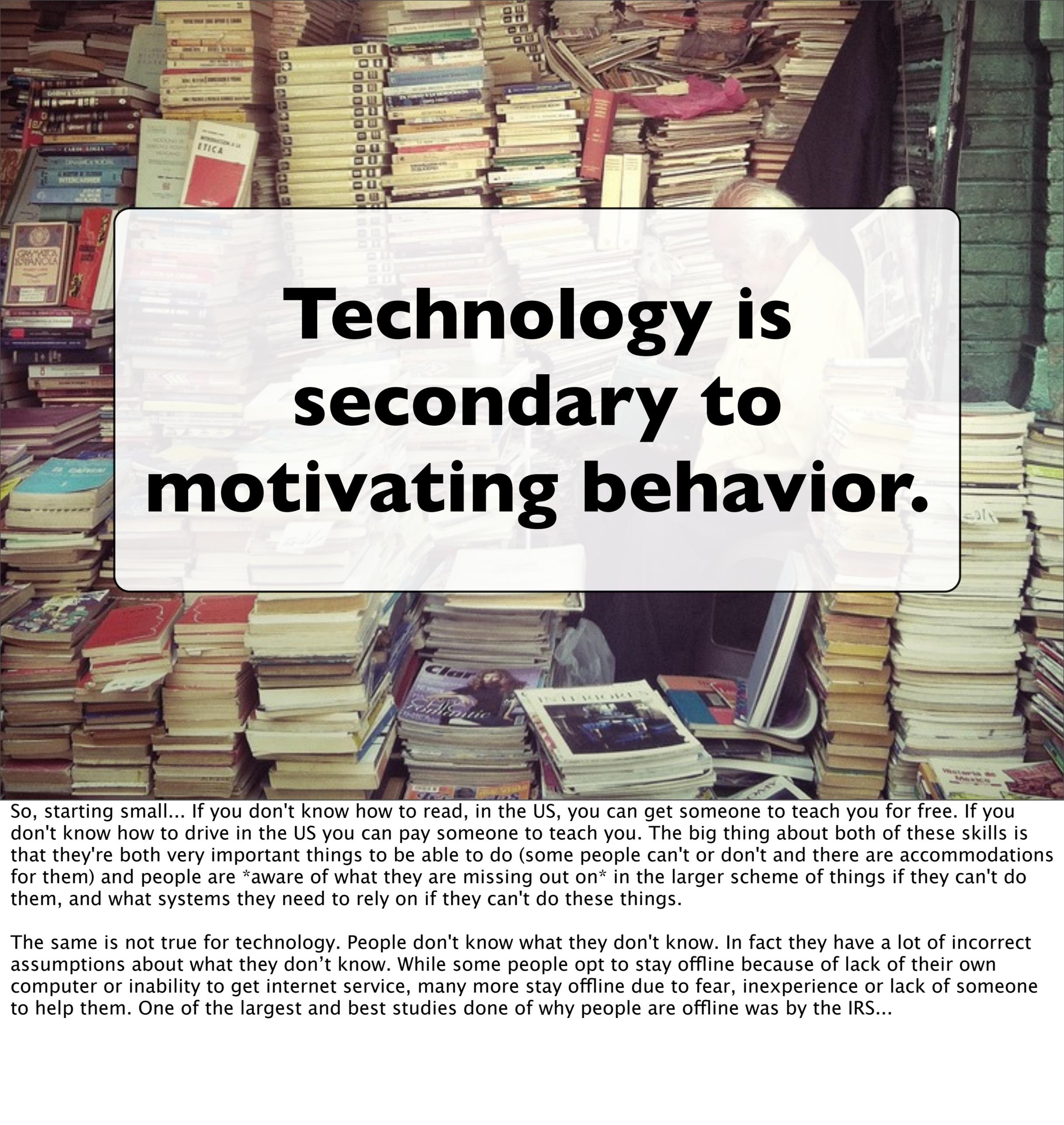
It's important to know who "your people" are because the distributed nature of libraries means that by and large you're solving problems locally. There are very few top down solutions for technology things in libraries. We've had the Gates Foundation "helping" which has been a mixed bag. We've got a zillion "portal" websites which don't do much for the digitally divided. We need to not just do the work but make our case.

If people aren't counting the things that you need counted, count them yourself. If people have been doing a good job counting these things, use their data to get funding, noticed, publicized. One of the reasons you're all here today is because someone wrote a grant, demonstrated a need....



So, starting small... If you don't know how to read, in the US, you can get someone to teach you for free. If you don't know how to drive in the US you can pay someone to teach you. The big thing about both of these skills is that they're both very important things to be able to do (some people can't or don't and there are accommodations for them) and people are \*aware of what they are missing out on\* in the larger scheme of things if they can't do them, and what systems they need to rely on if they can't do these things.

The same is not true for technology. People don't know what they don't know. In fact they have a lot of incorrect assumptions about what they don't know. While some people opt to stay offline because of lack of their own computer or inability to get internet service, many more stay offline due to fear, inexperience or lack of someone to help them. One of the largest and best studies done of why people are offline was by the IRS...

A person in a white shirt is seen from behind, looking at a vast collection of books. The books are stacked high on shelves and on the floor, creating a dense sea of paper. The scene is set in what appears to be a library or a large bookstore. The lighting is somewhat dim, highlighting the texture of the book spines and the person's white shirt.

# Technology is secondary to motivating behavior.

So, starting small... If you don't know how to read, in the US, you can get someone to teach you for free. If you don't know how to drive in the US you can pay someone to teach you. The big thing about both of these skills is that they're both very important things to be able to do (some people can't or don't and there are accommodations for them) and people are \*aware of what they are missing out on\* in the larger scheme of things if they can't do them, and what systems they need to rely on if they can't do these things.

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This problem, getting all Americans tech literate, is difficult, like "eliminating poverty" difficult. In fact, they're very similar problems, institutional problems. It's tough to solve this problem by tossing money at it. It's easy to blame the people who are affected by it for not making better choices. It's easy to blame the people who are not making it better as if they were actively making it worse. There is a lot of anxiety and agita and other issues on all sides.

There is a lot of debate about what's actually working since we're mostly not measuring results, just attendance. And the information poor, like the cash poor, are always with us. But in short: if you haven't learned how to use a computer in 2013, there is probably a reason. May be good, may be bad, but understanding the reason, as teachers, will help you help the person.

# GENE SIMMONS NEVER HAD A PERSONAL COMPUTER WHEN HE WAS A KID



How do we know? We know because our own well-documented research has shown conclusively that a child who lacks his own personal computer during those earliest school years will very probably grow up to be a bass player in a heavy-metal rock band who wears women's fishnet pantyhose and sticks his tongue down to his kneecaps. Just like Gene Simmons.

Your child's future doesn't have to look like this. The Banana Junior 6000 Self-portable Personal Computer System, complete with its optional soft-

ware— Bananawrite, Bananadraw, Bananafile and Bananamanager—is just what your four-year-old needs to compete in today's cut-throat world of high tech and high expectations.



The Banana Junior 6000... Buy one before it's too late. Gene's mother wishes she had.

There are few real "penalties" in the US for non-adopters, few things that will force you online. There are some government services (unemployment forms, state tax forms in some places) and some things you might want to have like cheaper toner ink or job applications. Most people that I see getting online for the first time nowadays are doing it either because they are forced to, or for facebook (grandkids!) or to have a mailing list for their group. When I gave a similar talk in maine people were getting online for moose licenses. A lot of people got online at or right after Hurricane Irene in Vermont or Hurricane Sandy in NY.

There is a mythos surrounding non-adoption ("harken back to a simpler time...") and a mistrust or suspicion of early or heavy tech adopters as somehow being "trendy" for their use of technology. Many heavy tech adopters and most advertisers do not do much to clear this misconception up.

Maybe this is just me and the people I live near in Vermont.



I grew up rural and live in a rural-ish town (4000 ppl) By choice. I grew up in a town in MA that was small and rural and I liked it. I like it now, in Randolph, which is about the same size that Boxboro used to be when I lived there.

I have an internet job being a community manager on MetaFilter.com, I fill in at the local library, and I work 7-10 hours a week at the local vocational high school teaching adult education classes and staffing what we call "Computer Drop-In Time" I get to hang out in a classroom with wifi, broadband and some basic PCs. People come in with questions, I try to answer them or we find answers together. People need to acquire skills, we've got a lot of basic skill-building tools for them. Sometimes they help each other.

This is Marian showing Joyce her facebook page. Joyce isn't on facebook but she's curious about it. Ultimately, this sort of thing works better and more completely than people getting used to just asking me questions. For people to be literate, they need to be able to figure out how to answer their own questions. My approach could best be described as "benign neglect"

# Without a Net

buy!

+ About the Book

+ About Jessamyn West

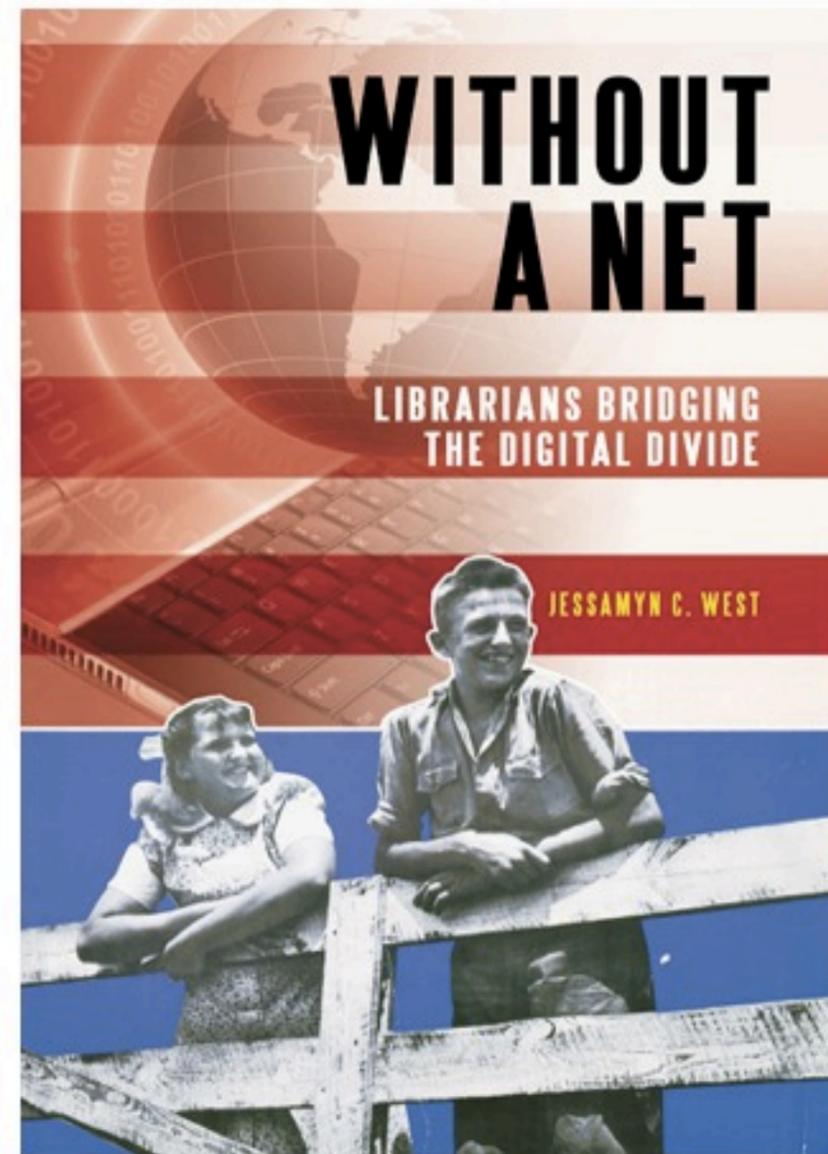
+ Handouts & Presentations

+ Related Websites & Appendix

+ Bibliography

+ Frequently Asked Questions

+ Contact Me



Without a Net: Librarians Bridging the Digital Divide  
written by Jessamyn West and published by ABC-CLIO's Libraries Unlimited imprint.

ISBN-10: 1598844539  
ISBN-13: 978-1598844535

I wrote a book and this website goes with it. If I had to sum up what I've learned in 15 years of technology instruction, it's give people a room with a computer and internet and no time limit and be around to answer questions but not TOO around. Most people will explore. Some won't. You'll need to work extra with those folks.

I wrote a longer book more about techniques and vocabulary and things novice users don't know in specific. This talk is more about what is good for libraries and librarians to know in general. But my entire list of links/resources is online and I'm told you can find PDFs of my book now floating around the darknet if you look for it.

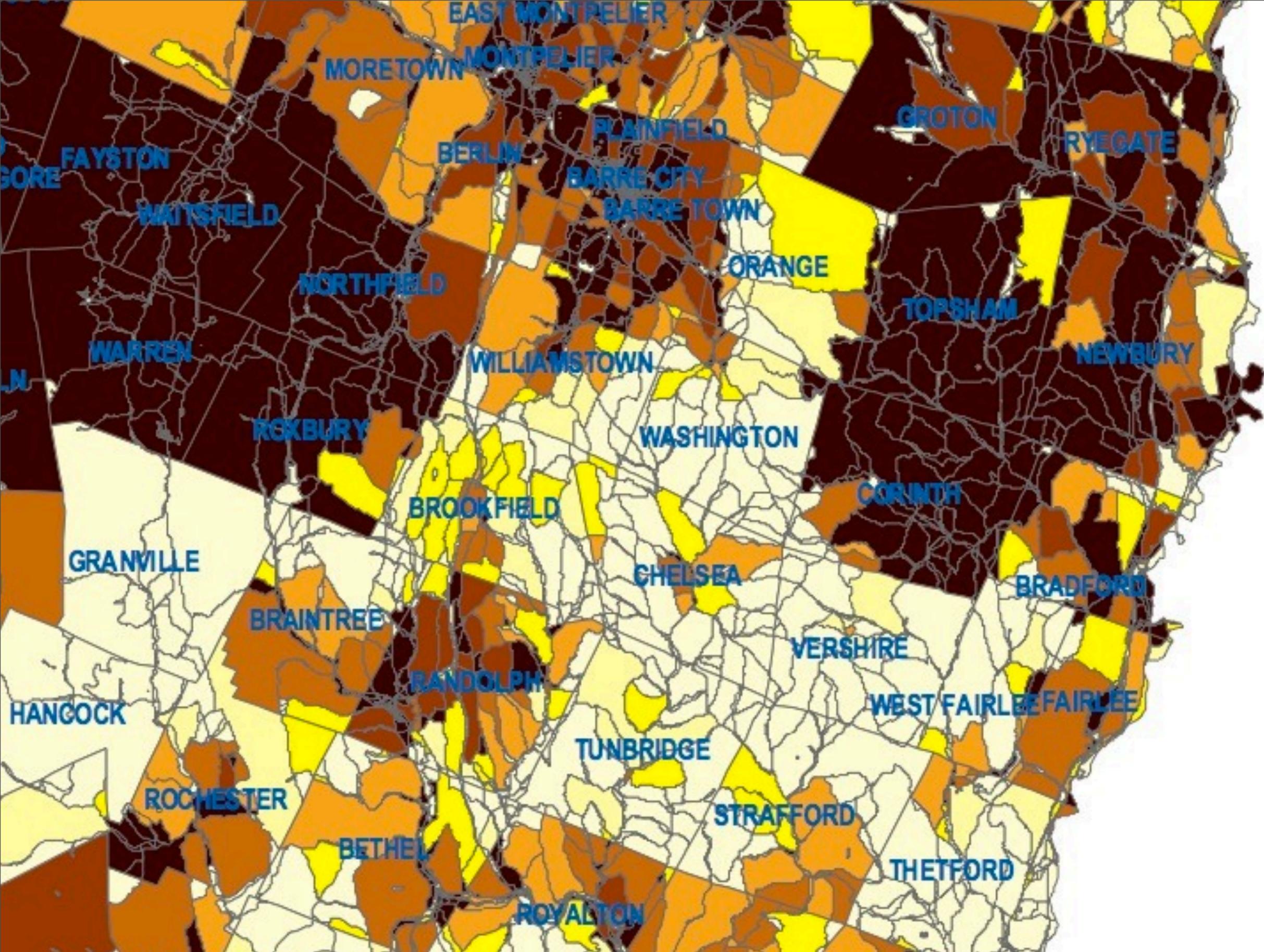
I'm going to break down some of the general ideas that have been helpful for me and then touch on specifics which I'm sure we'll chat more about over the rest of the day.



# Know your local situation

(and advocate)

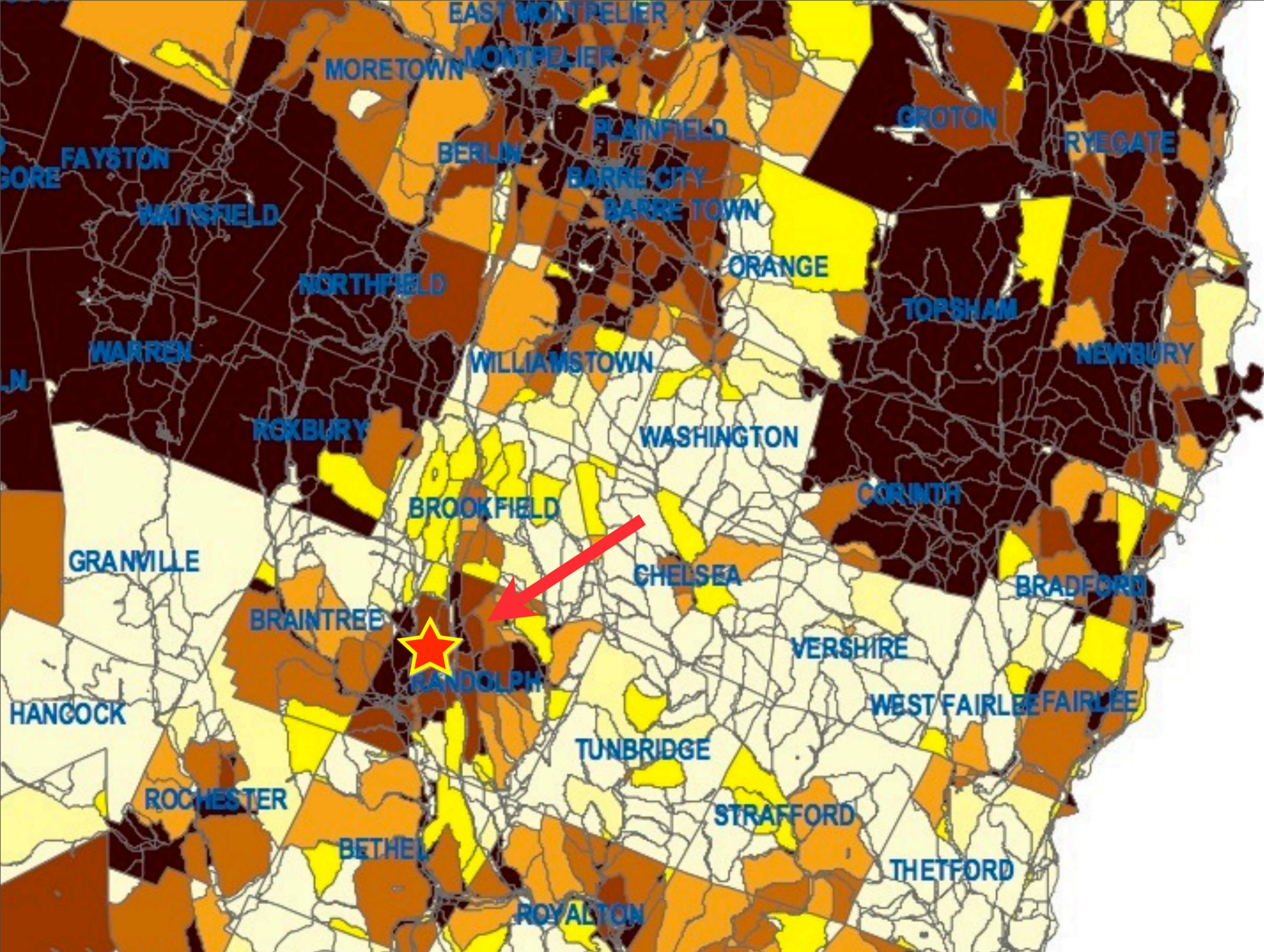
The biggest deal is that the context is really different depending on your community. Highly connected? Not very connected? Local employer? No local employer? Tight knit community? Commuter community? Older? Younger? Approaches will vary significantly.



I live where the red star is, in the center of Vermont, that's Montpelier at the top (sorry for the terrible map). This is part of a map from [recovery.vermont.gov](http://recovery.vermont.gov) showing who has broadband. The darkest color is 90–100%. The lightest color is 0–10% I live in a small island of broadband in a sea of dial-up, or nothing.

William Gibson said "The future is already here — it's just not very evenly distributed." One of the biggest issues with institutionalized problems like poverty and the digital divide is that they can be invisible to people not in the thick of them. I have friends who live in Brooklyn or the Bay Area or even other large cities who find it hard to believe that there are whole communities of offline people, without email or internet access. I'm not even including my usual slides about the 20% of people who don't have internet at home or the 35% who don't have broadband at home. I've been talking about these numbers for five years and they're barely budging.

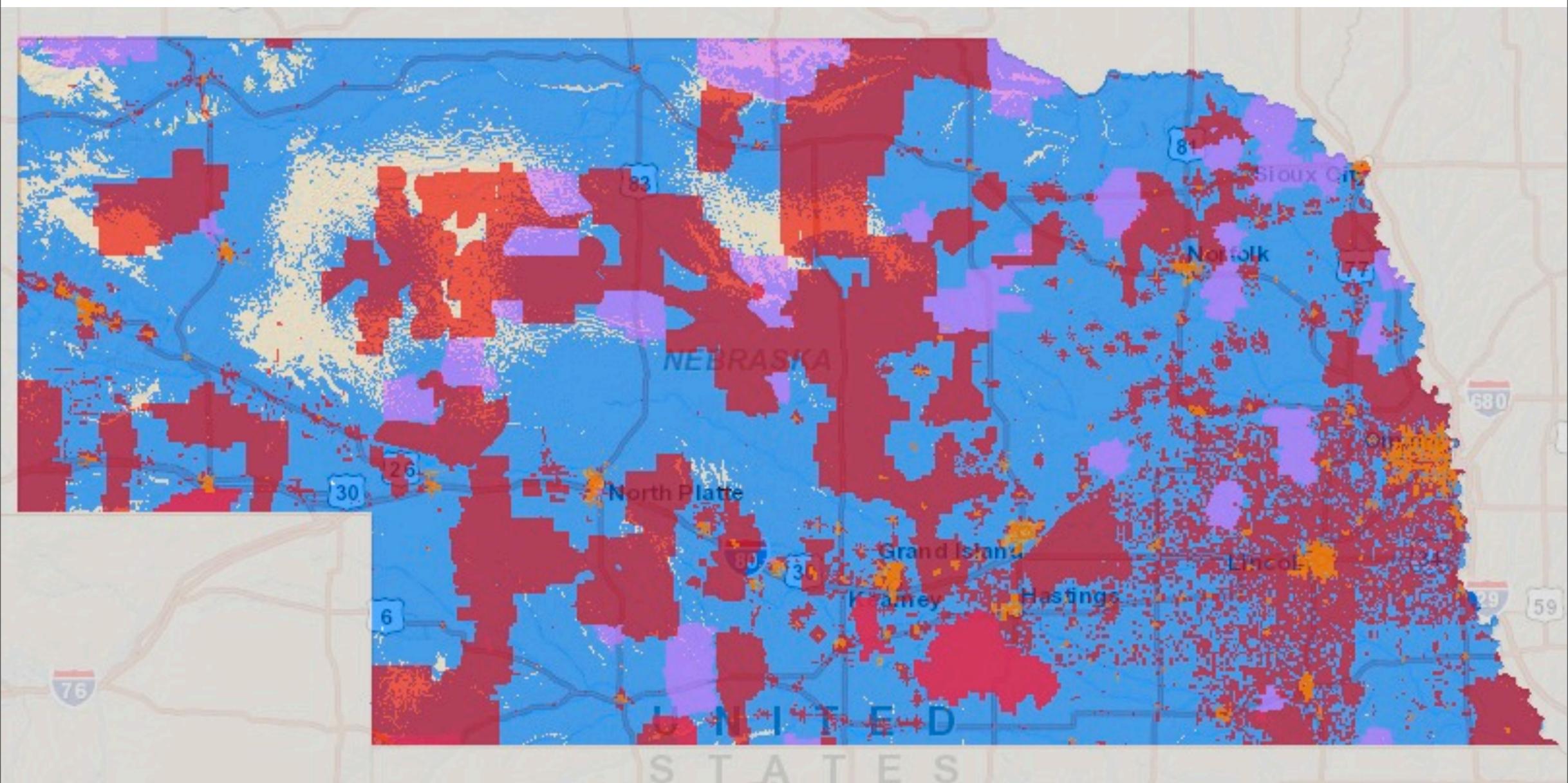
The last time I had this conversation with a friend from CT he was like "yeah but they have smart phones, right?" and I was like "Are you kidding?" So... awareness is part of it. The people who build the web need to know that there are people who are still just learning the web. Part of doing your job is telling your peoples' stories.



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This is a similar slide for Nebraska (every state has a different broadband agency, your maps are nicer.) Blue means cell only, red means DSL, purple means fiber? Tan means NOTHING, they have nothing. Just detailing here that even though the digital divide can mean many things [lack of interest, lack of ability, lack of connectivity] in the hierarchy of needs we're still down near the bottom in some way, and libraries have to respond to this. Before we get people truly connected mostly what we can do is get them ready to be connected. And this slide from the state (nice job Michael) outlines why it's OUR job and not someone else's. This is what you tell your funders.



Libraries that assist their users with accessing and using e-government services



Libraries that provide the only free internet access in their communities

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# american. libraries

SPECIAL ISSUE

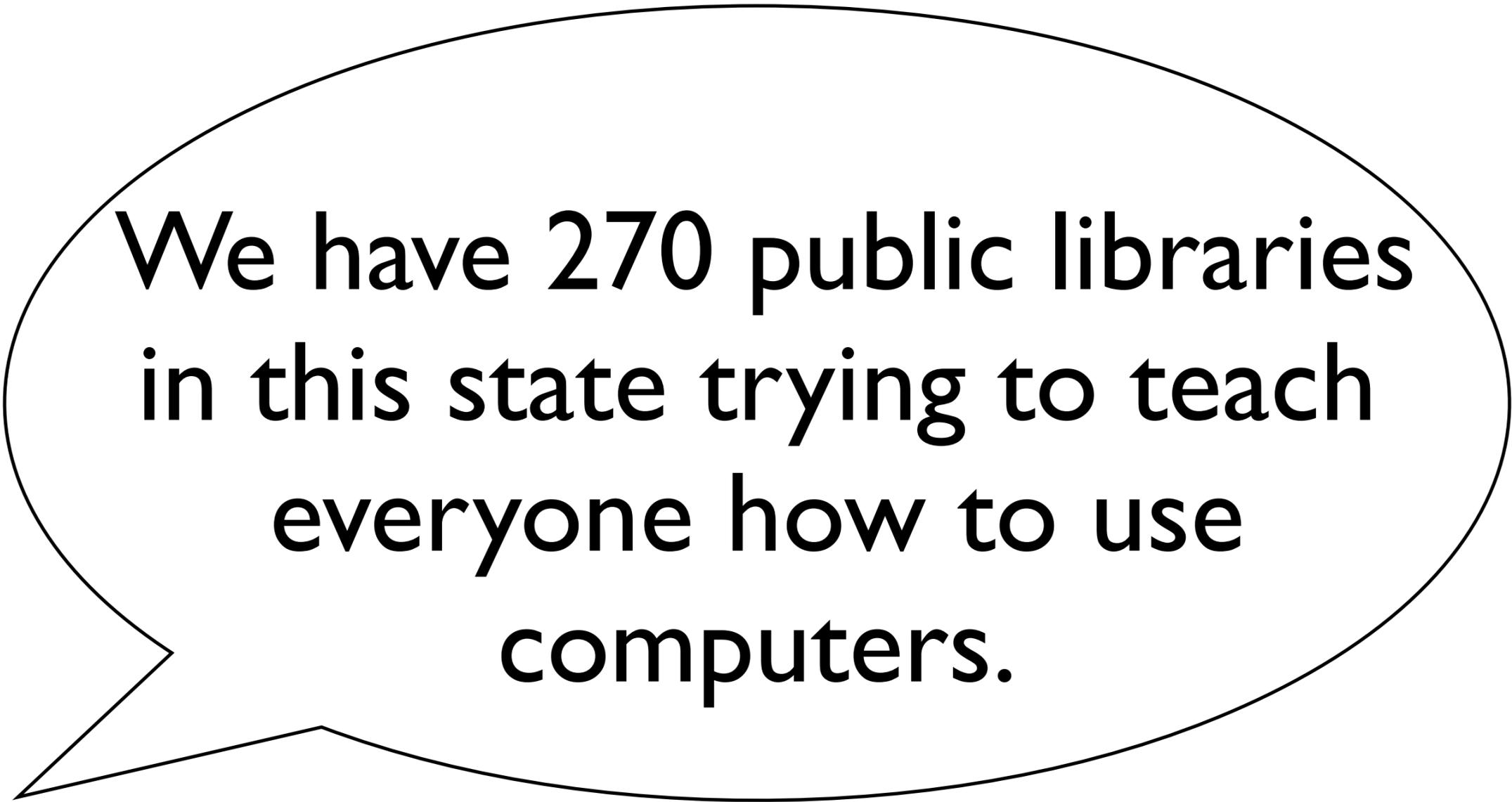
THE MAGAZINE OF THE AMERICAN LIBRARY ASSOCIATION

## The State of **AMERICA'S LIBRARIES**

A Report from the American Library Association

# 2013

Aaaaaand more stats are here. This sort of thing won't necessarily help you do your jobs better but it will help you make very effective use cases for why you need this or that funding or this or that grant. Pew Reports are my first go to but ALA's State of America's Libraries is pretty sweet also. Your state library is good at this. Mine could be better.



**We have 270 public libraries  
in this state trying to teach  
everyone how to use  
computers.**

Start from the message ... and we need your help



# Form partnerships with other local folks

(long term *and* short term solutions)

I know it's weird to say, but not every person who comes into the library with a computer question needs the librarian's one-on-one attention. In fact, unless you have the staffing for it, most of them maybe shouldn't get it. Do you teach them to drive? Do you teach them to read? Have a plan. What else is available in your region. How else can you help these people. Do you know where to look?

This is always the touchiest topic but I've found that the libraries who do this best are often the ones who are able to do it ... least? Or rather they are able to partner with other community organizations and get projects off the ground using the strengths of many different sorts of organizations. Maybe some have space. Maybe some have technology. Maybe some have free time and the ability to help out. You find unlikely alliances.



## Beginning Computer Classes in Omaha Start in April; \$15

Posted on 03/1/2013 by [TheAARPBulletin](#) | AARP Blog Author |

[Comments](#)

**[ABOUT AARP](#) | [EVENTS](#) | [LOCAL RESOURCES](#) | [NEBRASKA](#)**

The AARP Information Center in Omaha offers basic computer classes for adults age 50 and older. Participants learn how to type and format documents, back up data, delete unwanted files and navigate the Internet. The class is designed for people with no knowledge of how to use a computer, as well as for those wanting to refresh their computer skills. The spring session runs April 17 to June 28, with the basic **nine-hour course taught in three-hour segments on Wednesdays,**

...

Here are people who are doing sort of what I do at my adult education center. Is there a place like this near you (this one is in Omaha)? If not could you get one started?

One of the things that is interesting about my adult ed center is that the tech classes we teach, while being very affordable for students, actually earn income for the center. So there is some money, not a ton, but some, to do things like pay other teachers for things like drop-in time that don't pay so well or at all.

A few other options. Local tutors? Senior centers? Craigslist? Make sure you know what's available. Sure people may like the library the best and that's terrific but this is a problem larger than we can fix ourselves and appropriate triage is actually part of managing the overall problem



## GEEK SQUAD® TECH SUPPORT AND GUIDANCE FOR AARP® MEMBERS

# WE WORRY ABOUT TECH SO YOU DON'T HAVE TO

✓ EXCLUSIVE CONTENT &  
PRE-PURCHASE ADVICE FOR  
AARP MEMBERS

✓ UNLIMITED IN-STORE,  
ONLINE, AND PHONE SUPPORT  
FOR UP TO 3 PC DEVICES

✓ EXPERT INSTALLATION  
TRAINING AND REPAIR

✓ 24/7 AVAILABILITY  
365 DAYS A YEAR

LEARN MORE

OR

SIGN IN TO GET  
SUPPORT

**\$169.99**

For one year of Tech Support & Guidance  
Or \$99.99 with purchase of a PC from Best Buy

This one for example: AARP + GeekSquad. For \$100 you can get a Geek Squad member (in a program co-sponsored by AARP) to install and/or repair your machine and you get unlimited tech support. I predict these people will go bankrupt with this program, but without an AARP number, I'm not even sure what the limits of this service are. \$99 a year for free tech support sure sounds good though. I just want to get across that not everyone who is information poor is cash poor, though some of them may be cheap [esp in New England] and we need to do some triage to figure out what is what sometimes.

## Basic Computer Skills Curriculum

On this site you will find lesson modules covering basic computer skills developed by computer teachers\* from Adult Basic Education programs in the St. Paul Community Literacy Consortium.



You will find Lessons (handouts), Teacher Guides, Vocabulary Lists and Activities. Some computer skills may have several lessons associated with them and some lessons may cover several computer skills.

The lessons are grouped by computer task and skill. Rather than rigidly defining a day-by-day curriculum, teachers can pick and choose lessons and activities that suit their classroom needs and student's pace.

The teachers on this project highly recommend incorporating keyboarding practice into your curriculum. Using a keyboarding program such as Mavis Beacon every day will help your students feel comfortable on the keyboard.

Every time I find myself on a site where I think "Hey those people seem to really know what they're doing" I check out two things 1. who their web designer is 2. who funds them.

So in this case a very nice set of classes and a very nice website was a partnership with a state literacy council, an immigrant advocacy group and a health services group that does outreach to spanish speakers. All funded by ... the America Connects Consortium a group I knew very little about. Apparently they were funded in 2000 by the U.S. Department of Ed to "help community technology centers (CTCs) create programs that leverage computer technology to improve academic achievement, teach job-related skills, build small businesses, and empower their constituents to become "digital citizens."

Sounds like people we should know.

## **Credits**

\* This project was funded by [America Connects Consortium](#) with the goal of creating lessons for common basic computer skills that teachers in the Adult Basic Education field could download and incorporate into their classrooms at no cost.

Curriculum developed by:

- Jessica Schachterle from Minnesota Literacy Council
- Daniel Hoisington from Lao Family Community
- Deb Woodburn, volunteer with Chicanos Latinos Unidos En Servicio working with Minnesota Literacy Council

Thanks to the Minnesota Literacy Council and teacher, Jessica Grace Jones for the new additions. For feedback or questions regarding the curriculum contact Jessica at [jjones@themlc.org](mailto:jjones@themlc.org).

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# Helping communities tackle social and digital exclusion

## Find a centre

Find a local place to start free computer courses

CHOOSE



**UK online centre?** - browse the site for handy resources or log in for exclusive funding and training opportunities



**Community group?** - browse the site for handy resources or join our network for additional benefits

09813

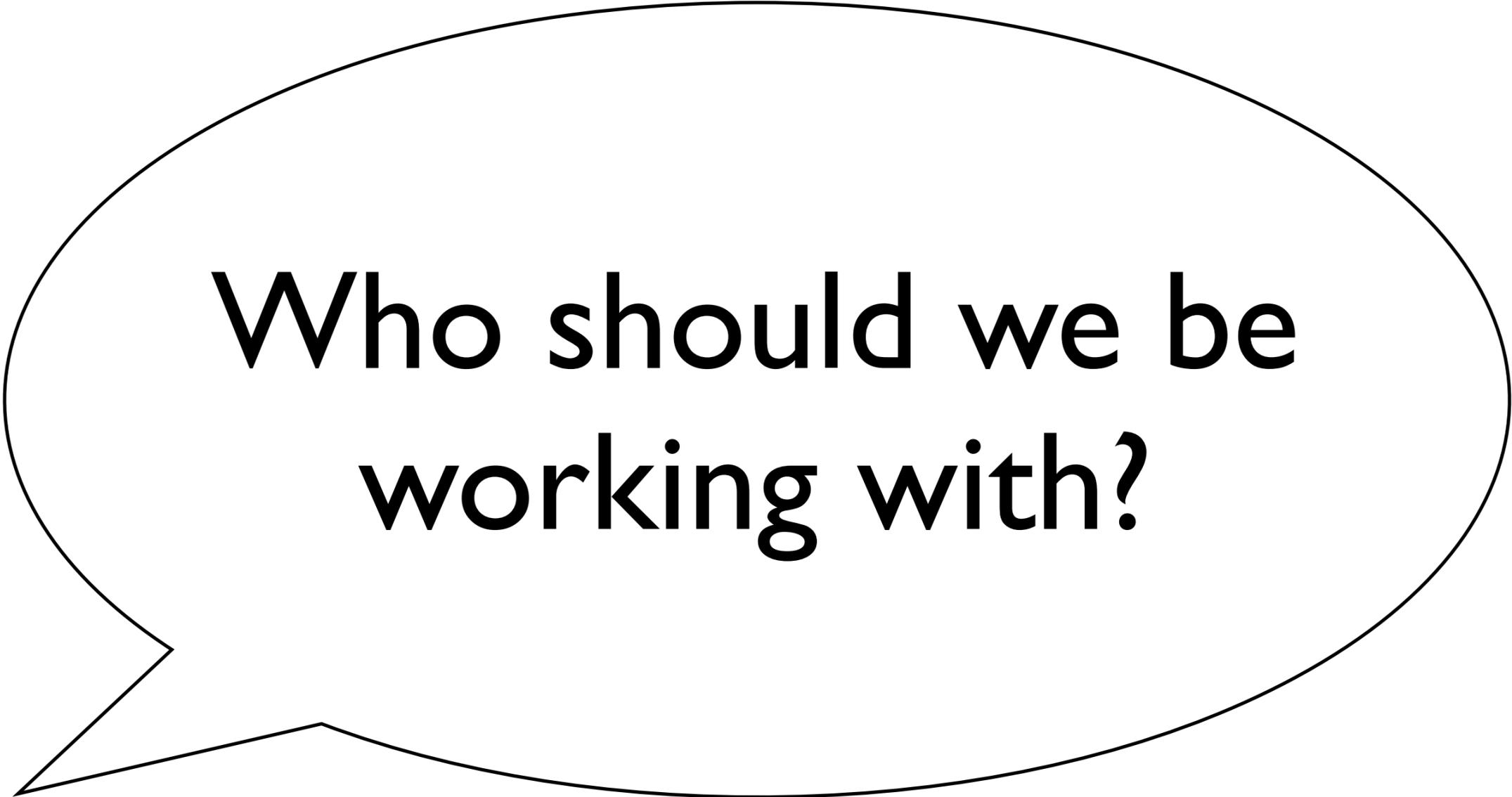
people have learnt with us

## Make online easy

Help your learners get started with free online courses and resources. Visit the learning website.

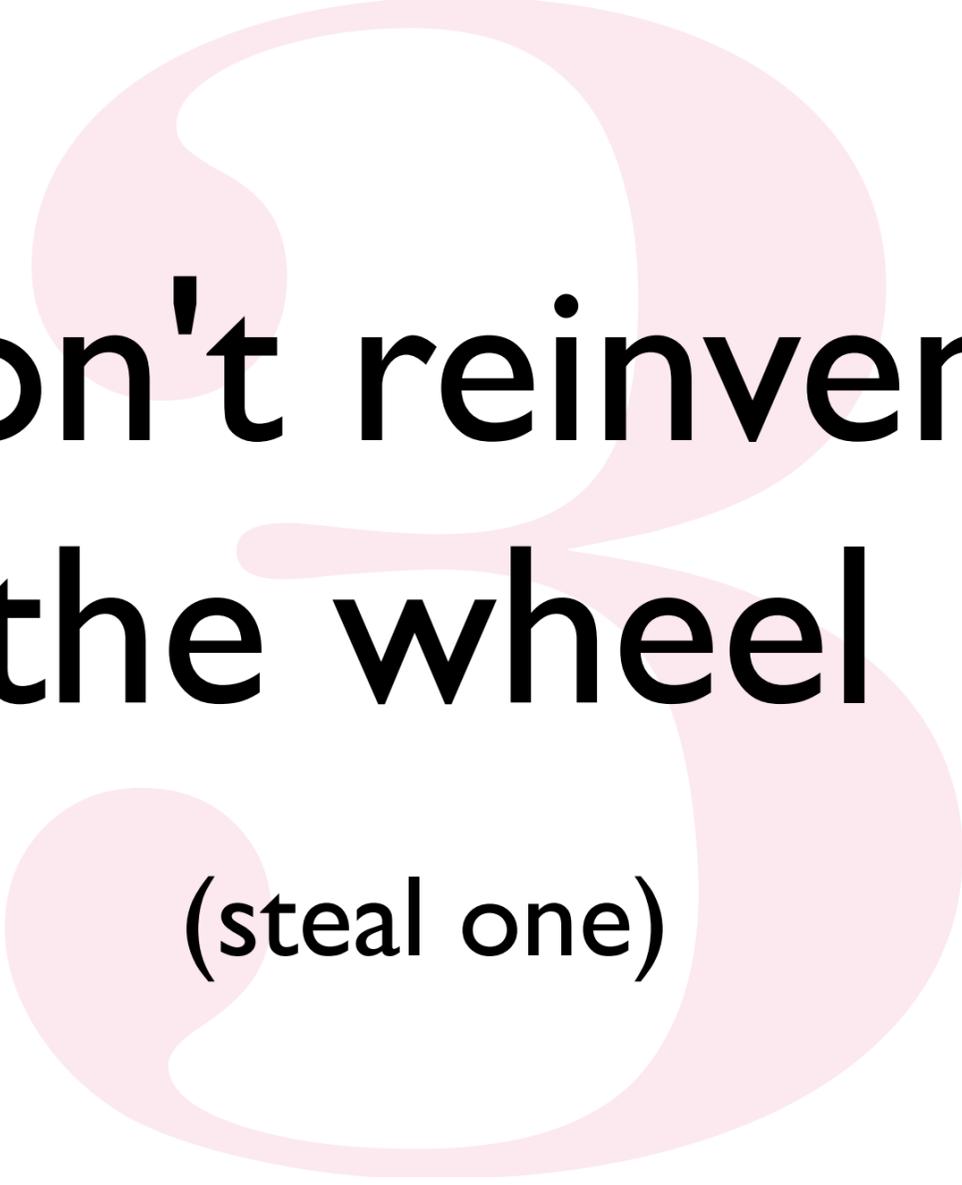
Another project from the UK that I really like, the “computer buddies scheme” Buddies are people from the public who volunteer an hour a week for up to six weeks to just “hang around” while you use a library computer. And this solves other social problems, getting people connected not just to computers but to other people.

This is another project by UK online centres who are the bridge between libraries and people who are digitally excluded.



**Who should we be  
working with?**

Make sure you know who else is out there and what they are doing.



# Don't reinvent the wheel

(steal one)

Maybe there really isn't anything nearby, or it's not any good or too expensive or whatever the problem is ... seasonal... It's really difficult but we need to not make all new classes and videos and websites for each educational foray we make.

I firmly believe that the digital divide will not be solved by yet another "help the novices" website. There are many out there, some are good, some are less good. Do good curation. Use your unique librarian skills. Make good handouts (we'll look at this later) or steal them! Here are some stealable ideas.

# TECHNOLOGY TROUBLE?



Need help with your camera?  
Your iPod, MP3 player,  
eBook reader?

Have questions about  
your computer?  
Your software program?



Visit our  
**TECH TABLE**

and get help from our experts

Part of your "we teach tech!" message is about setting expectations both for patrons and for staff/teachers. If you need your staff to be functional in various technologies, let them know and give them an opportunity for training/education but at some point they need to be responsible for learning it. Certain people have better personalities for this than others. Nothing wrong with that.

Surprise Arizona – this is a great program and also sends a good message: it makes it clear that the "need help with your ipod" thing is not a general reference desk question. While we feel weird saying "We don't do that" we feel less weird saying "We don't do that right now..."

Giving a Kindle, iPad,  
Nook, or Droid?



Include library eBook  
instructions with your gift!

eBooks for Android  
from Nashville Public Library

eBooks for Android  
from Nashville Public Library



Download eBooks already on your iPad/iPhone/iPod with  
the Kindle App or Kindle App. Books are delivered  
over Wi-Fi.

Use Overdrive Web Console for Android

What you need:

- Overdrive App (Android) (Library Card) (Wi-Fi)

Use Kindle for Android

What you need:

- Kindle App (Android) (Library Card) (Wi-Fi)

iPod  
delivered  
Android  
Wi-Fi  
and Wi-Fi

eBooks for Nook  
from Nashville Public Library



Nashville TN before the holiday season put this up. They could not keep these things stocked. Be relevant. Be timely.

# HEY!

The library offers free access  
to the **Biography Collection**  
**Complete** database



Get information on famous  
people online from home or  
here in the library

Grab an information sheet or visit  
the Reference Desk for more  
information

Genealogical History  
of  
Our Ancestors

Rutherford

REF  
929  
.2  
RUT

Vol. I

Sometimes people don't know what they don't know. Other times they don't know that they might want what they don't know about. We subscribe to Heritage Quest at my library and most of our patrons who are into genealogy know about it and no one else does. Many people don't even know what a database is but they know they like doing family history research.

We have it on our web site but tech novices aren't reading that. This is a trick the Cranston Public Library in Rhode Island does. I think it's brilliant.

# Mousercise!

*Mousing Around*



Practice your mousing skills with the following Mousercise. Click the 'Let's start mousercising!' button below to begin.



Let's start mousercising!

Don't ever teach someone how to use a mouse again. This website is perfect.

## Computer Basics

*Never used a computer before? Learn computer basics including using a mouse and keyboard, working with windows, and basic computer terminology.*

[Computer Basics Class Outline](#) (p 1)

[Using the Mouse](#) (p 2-3)

[Desktop, Taskbar, and Start Menu](#)

(p 4)

[Window Elements](#) (p 5)

[The Calculator](#) (p 6)

[Scrolling](#) (p 7)

[The Keyboard](#) (p 8)

[Accessing Ainsworth Keyboard Trainer](#)

(p 9)

[Ainsworth Keyboard Trainer Window](#)  
(p 10)

[Take Lessons](#) (p 11)

[View Progress Report and Exit Program](#)  
(p 12)

[Troubleshooting Tips](#) (p 13)

[Proper Shutdown Procedures](#) (p 14)

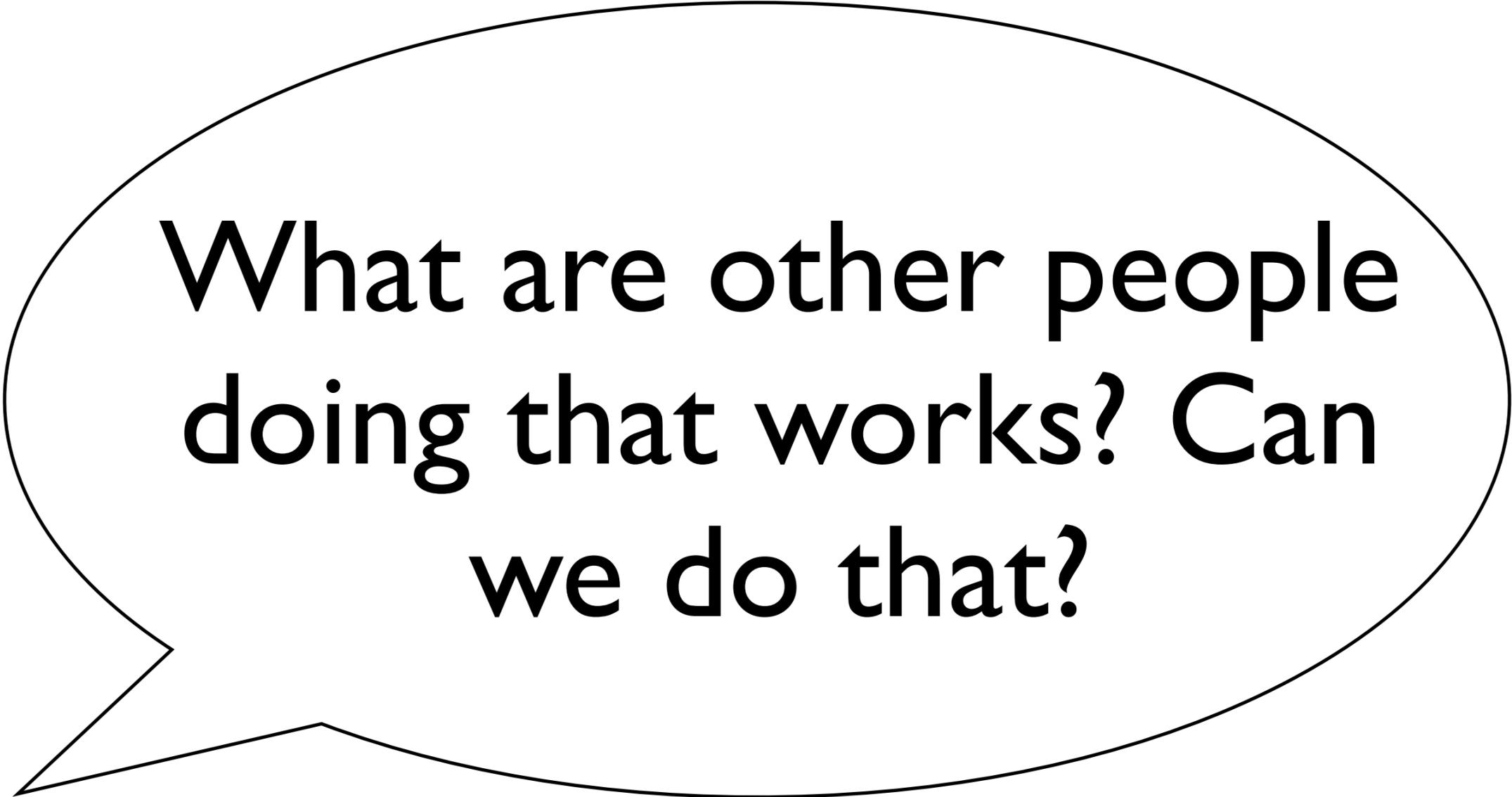
[Glossary of Computer Terms](#) (p 15-17)

[Computer Comparison Chart](#) (p 18)

[\*\*Entire Computer Basics Curriculum\*\*](#)

(Pgs. 1-18)

This is the online guide for Milwaukee Public Library's classes. Every handout is available online, both for students who might take the class, people who have taken the class, and people who might want a refresher. You're only allowed to take the same class once per month because they're popular, but you can read the handouts in the meantime. Teaching one of these classes? TAKE THESE HANDOUTS



**What are other people  
doing that works? Can  
we do that?**

Setting clear expectations is one of the most important parts of the technology experience, both with instruction and with programming. This is true for staff as well as patrons. If you need your staff to be functional in various technologies, let them know and give them an opportunity for training/education but at some point they need to be responsible for learning it.

Remember libraries aren't competing, it's okay to share.



**Identify, promote &  
create good design**

**(don't make it harder)**

One of the things, in my opinion, that makes tentative technology users even more tentative is having to grapple with terrible websites. And thinking that the problem is them.

And let's face it many websites are awful to look at and not very usable. I know there is a lot of debate about this, but usability and user experience are real measurable things, ones that this profession could stand to spend some more time informing themselves about. Often you can go a long way telling a struggling user "Yeah the Home Depot job application form on their website is just plain difficult. It's not well designed, let me help you with it" but that's a less useful offering if they're struggling with our own online catalogs or our library websites.



## Get It Done Online!

Find U.S. government services that you can access from your computer. You can also [browse services by topic](#).

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X-Z](#)

### A

- [Address Changes When You Move](#)
- [Airlines – Compare On-Time Records](#)
- [Air Traffic Advisory and Real-Time Airport Status](#)
- [Alcohol Calorie Calculator](#)
- [Ask a Government Information Librarian](#)
- [Ask an Energy Expert](#)
- [Auctions](#)

### B

- [Bank Find – Check if Your Bank is Insured by FDIC](#)
- [Bankruptcy Forms](#)
- [Beach Temperatures](#)
- [Benefits and Government Assistance Eligibility Tool](#)
- [Birth, Marriage, and Death Certificates](#)
- [Body Mass Index \(BMI\) Calculator](#)
- [Border Wait Times for Entering the U.S.](#)
- [Business Services Online](#)
- [Buy from Government](#)

### Contact Your Government

- [FAQs](#)
- [E-mail Us](#)
- [Chat](#)
- [Phone](#)

### Most Popular

- [Change of Address](#)
- [Register to Vote](#)
- [USPS Change of Address Form](#)

### Get E-Mail Updates

Enter your e-mail address to sign up for free e-mail updates about online services.

E-mail address

Submit

So here just to compare and contrast.... Getting public services in the US. I don't mean to nitpick, but I find the word "easy" in "government made easy" to be deeply problematic for novice users. It's like saying "Hey even a monkey could do this, so if YOU'RE having trouble, well...."

Is this website easy? It's not even that easy for me. I prefer terms like "uncomplicated" I tell people "This won't take too many steps and I think they're all ones that you know..."

## National Citizen Service for 16-17 year olds

93 per cent of participants said they'd recommend it to a friend: have you signed up yet?

▶ [National Citizen Service](#) 



### Most popular

- ▶ [Job search](#)
- ▶ [Student finance](#)
- ▶ [SORN](#)
- ▶ [Income Support](#)
- ▶ [Car tax](#)
- ▶ [Driving theory test](#)
- ▶ [Attendance allowance](#)
- ▶ [Jobseeker's Allowance](#)
- ▶ [Passports](#)
- ▶ [More online services](#)

### Diamond Jubilee



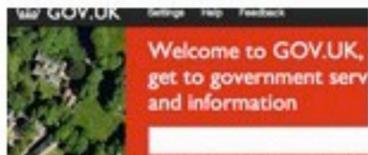
The Diamond Jubilee celebrations will take place around the weekend 2-5 June

▶ [Diamond Jubilee events](#)

### Straight to...

- ▶ **Motoring**  
Car tax, Learners, Driving licence...
- ▶ **Education and learning**  
Student finance, University, 14-19s...
- ▶ **Money, tax and benefits**  
Benefits, Taxes, Benefits adviser...
- ▶ **Home and community**  
Housing, Council Tax, Flooding...
- ▶ **Travel and transport**  
Journey planner, Passports...
- ▶ **Caring for someone**  
Carer's Allowance, Support services...
- ▶ **Environment and greener living**  
Saving energy, Recycling, Pollution...
- ▶ **Government, citizens and rights**
- ▶ **Parents**  
Preschool, Schools, Childcare...
- ▶ **Employment**  
Jobs, Redundancy, Holidays, Pay...
- ▶ **Young people**  
Money, Work and careers, Leisure...
- ▶ **Disabled people**  
Financial support, Housing, Rights...
- ▶ **Pensions & retirement planning**  
State Pension, Plan for retirement...
- ▶ **Crime and justice**  
Types of crime, Victims, Prevention...
- ▶ **Health and well-being**  
Heathy living, Health services, A-Z...
- ▶ **Britons living abroad**

### Visit the GOV.UK beta



GOV.UK is designed to replace the content

### NHS info for parents

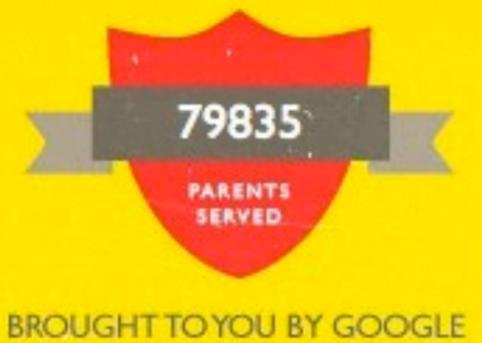


Get regular info and advice from the NHS, tailored to your baby's age

▶ [NHS information service for parents](#) 

Here's the public services in the UK site. I think it's more straightforward, shows more on one page, highlights and accentuates with color and bold for emphasis. It's good.

Send your parents a  
**TECH SUPPORT**  
care package



Hello:  Mom  Dad

I'm really:  shocked  impressed  worried  jazzed  
that you've been using your computer these days.

CATEGORIES:

**THE BASICS**

WORLD WIDE WEB

COMMUNICATION

MEDIA

FINDING INFORMATION

SELECT VIDEOS TO SEND:

[VIEW ALL VIDEOS](#)

- COPY & PASTE ▶
- ADJUST THE TIME ON YOUR CLOCK ▶
- CHANGE YOUR DESKTOP BACKGROUND (MAC) ▶
- CHANGE YOUR WALLPAPER (PC) ▶
- MAKE TEXT BIGGER (OR SMALLER) ▶
- TAKE A SCREENSHOT ▶
- CHANGE YOUR SCREENSAVER (MAC) ▶
- CHANGE YOUR SCREENSAVER (PC) ▶

Hope you find these **0** videos helpful! Now, I...

trust you'll be self sufficient

Here's a "let's help people with tech support" pages that I like. It's by Google. They sent it around for a while but I haven't heard much about it lately. It's [teachparentstech.org](http://teachparentstech.org). Has a simple form which you can check some boxes and send a parent [or grandparent, or student, or staff member] a simple video that described some aspect of technology.

[Home](#)[Get started](#)[Online basics](#)[Learn more](#)[What next?](#)[Sign in](#)[Create an account](#)

make online easy

# We make getting online easy!

Why not use the buttons above to [sign in](#) or [create an account](#) to save your progress?

I'd like to plan

**My Learning**



I want to get started with the

**Keyboard & Mouse**



I want to set up an

**Email Account**



I'm ready for a beginner's course

**Online basics**



“ I'm 64 years young and I love to email my friends ”

Gerry, 64

I need a bit of help from a human being!

Find your nearest UK online centre - just type in your postcode:

GO

Ready to get broadband at home?



plusnet

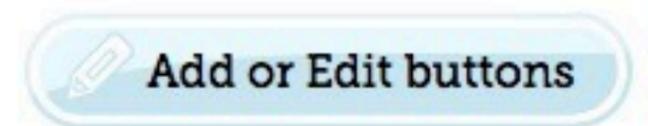
Find out more about how you can get

I'm back! I want to carry on learning.

If you're a returning learner, click below to sign back in.

SIGN BACK IN

The UK had a more centralized approach to teaching technology with community technology centres in many places as well as these easy to interact with websites.



Possibly my favorite thing that isn't mousercise is Internet Buttons.

Make a start page for people that will never change, and that always goes where you want it to go. They've made some funny examples on the website. I have one that I demonstrate for people. Setting up a new one is so easy any member of your staff who can use a mouse can do it. Seriously.

# GRANDPA ABRAHAM SIMPSON

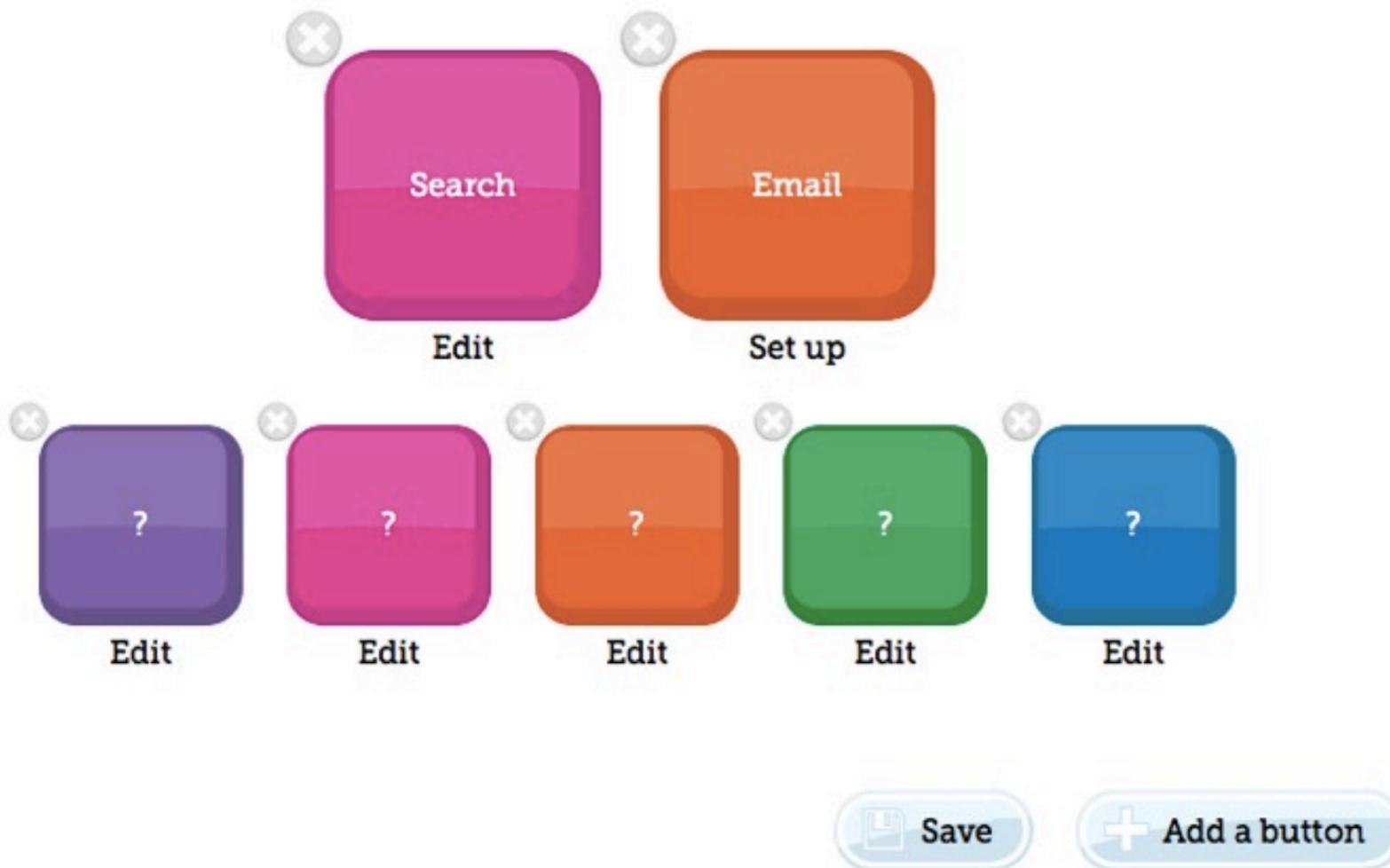


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# internet buttons

HELPER BAR → 

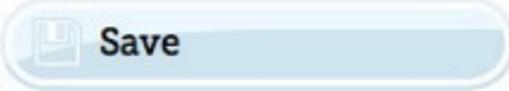


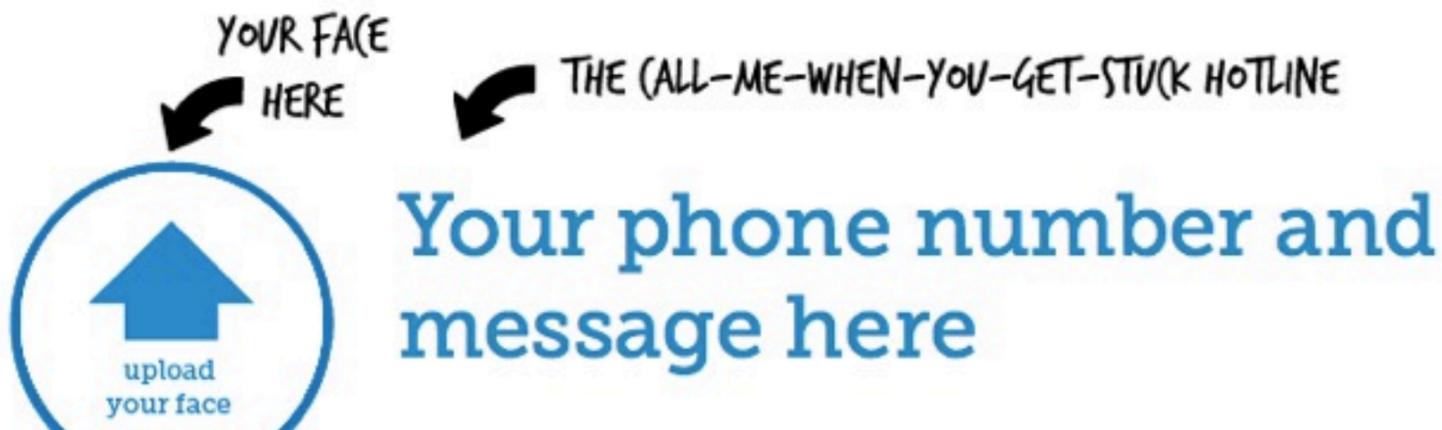
## Helper Bar

Set up a page of Internet Buttons for someone else. Each button can link to a site or service you think they might like or find useful.

You can also upload a photo of yourself, your phone number and add a brief message so they can call you if they get stuck.

Just be sure to save what you have done.





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Browse Resources

Find Educator Tools

Learn the Basics

Learn Job Skills

In the Community

Collaborate

Home

## Learn the Basics

Build digital literacy skills by selecting from the categories below.



### Using a Computer or Mobile Device

Learn how to use the mouse, keyboard, icons, and folders



### Using Software and Applications

Use software applications: word processing, creating spreadsheets, tables and databases



### Using the Internet

Search the Internet, use email, register on a website



### Communicating on the Web

Share photos and videos, communicate using social networks, learn to be an informed digital citizen



### Child Online Protection

Help children learn to be responsible and make informed decisions online



### Need in-person help? Find your local library!

There are more than 16,600 public library locations around the United States – and nearly all of them offer no-fee public access to computers and the Internet, as well as trained staff to help you gain skills and connect you to online and print resources.

### Not sure where your closest public library is?

Visit the Institute of Museum and Library Services website and enter your city or zip code to find your library.

[FIND A LIBRARY](#)

You can find more examples of some of these sorts of things on [digitalliteracy.gov](http://digitalliteracy.gov), another poorly promoted website. It's very good at pointing people to the library. Unfortunately the library link takes you to

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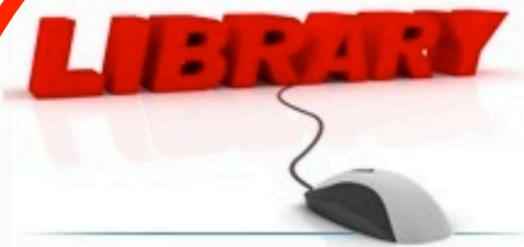
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# Search for Public Libraries

## Library Information

[About the Data](#) [Help](#)

Library Name:

FSCS ID:

Street Address:

City: ([Browse](#))

State:

ZIP Code:

Distance:

County: ([Browse](#))

Phone Number:

**SEARCH TIP:** Searches are conducted based on all information you enter. You **do not need** to enter information for all fields. More specificity yields fewer results.

When your search criteria is specified, click the **Search** button.

Search

Clear

## Additional Characteristics

Library type ([All](#))

- Library System  Central Library  Branch Library   
 Bookmobile  Books-by-Mail

Changes after **Fiscal Year 2009** will be updated in subsequent annual surveys. If information has changed please do not contact IMLS. Instead contact the [State Data Coordinator](#) (pdf file, 90 KB) for the state where the library is located.

NOTE: All library types will be included in your search unless you uncheck the box.

**SEARCH TIP:** Additional Characteristics should not be used if you have already entered the name of a library.

Source: Public Libraries Survey, Fiscal Year 2009

this not so good search page, which is broken, or was the last time I tried it.



## Add your mobile phone to your account

Without a phone number, you could lose all access to your account if you forget your password or if your account is hijacked. [Learn more](#)

### Mobile phone number

Google will only use your number for account security. We'll never share it with other companies or send you unwanted messages—ever.

[Add phone](#)

Adding a phone number helps make your account much more secure. [Click here](#) to skip this step anyway.

And companies who want things from you will use this against you, and novice users in particular. What does google want? Your phone number and they make it easier to give it than to not give it. Similarly with Discover. We have to make it clear to users how to protect themselves and do what THEY want to do.

**0%  
APR**

FOR

**12 MONTHS  
ON BALANCE TRANSFERS**

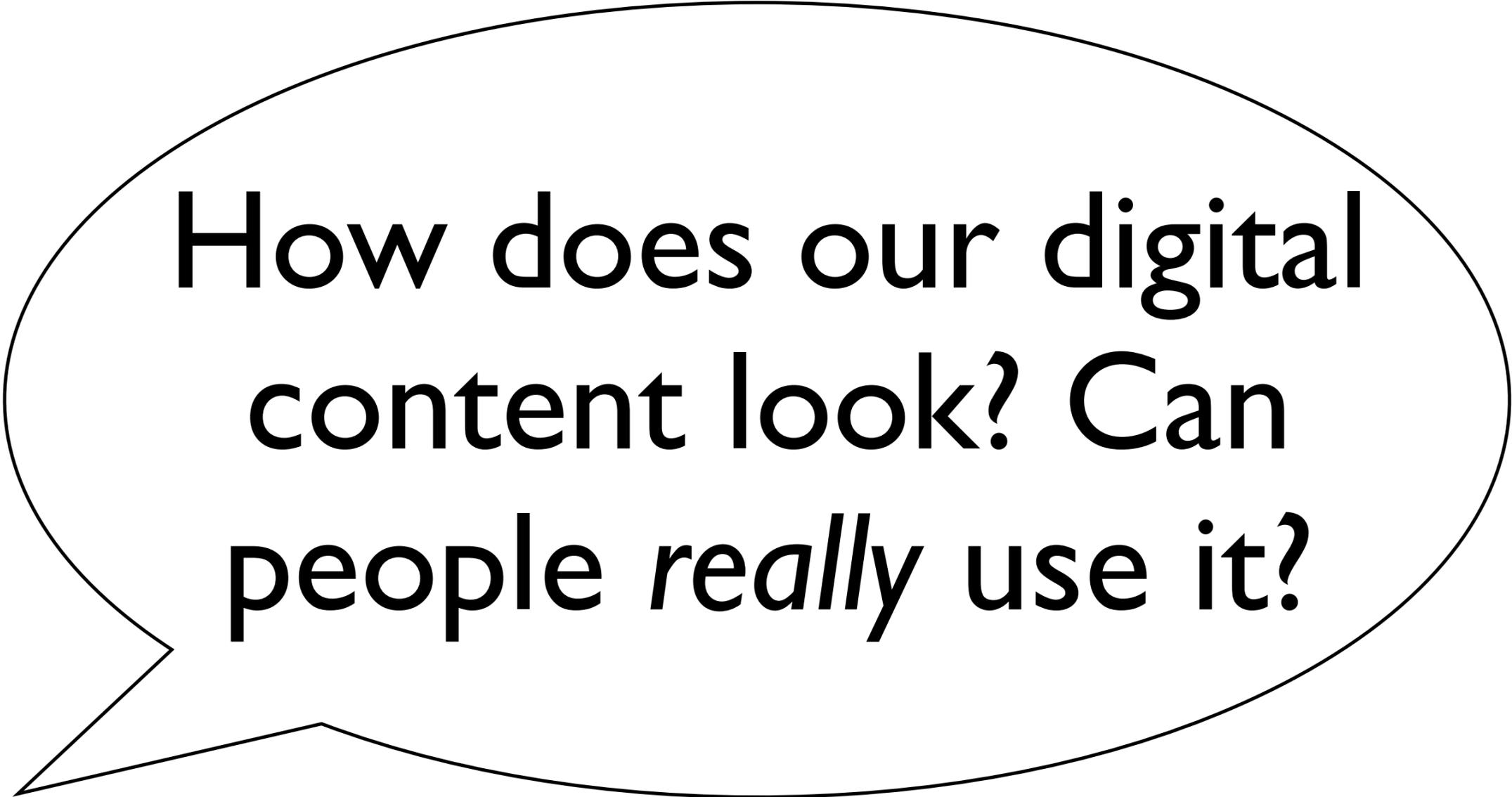
Been waiting for the  
balance transfer offer  
**Patience pays off.**

Transfer high-interest balances now  
and start saving!

[Get Started](#)

[No Thanks ▶](#)

And companies who want things from you will use this against you, and novice users in particular. What does google want? Your phone number and they make it easier to give it than to not give it. Similarly with Discover. We have to make it clear to users how to protect themselves and do what THEY want to do.



How does our digital  
content look? Can  
people *really* use it?

I think a lot of web content is done on a "It works, upload it!" basis and people don't think enough about design. And some of the people who are thinking about it do not have your best interests at heart.



Solve the *real* problem

(for real people)



Sometimes it helps to model "types" of patrons each of these types of patrons has to be dealt with differently and causes different problems for the librarian/library staff. You may have some, or none of these patrons in your library but your technology training and planning should acknowledge their existence. (same for staff as well)

Remember for people with little computer experience, your computer may be the only one they know how to use or they may be coming to the library because other people got tired of helping them

**I can't believe I messed this up THIS badly....**



**I am going to be  
SO fired**

People can sometimes be stressed and unhappy but they are not mad at you, remind them of this if you need to. Is the patron having an anger, fear or confusion-based response to the problem? Do you need to deal with that first? Think back to "motivating behavior" this is important.

Here are a few nitty gritty things which we'll talk more about as the day goes on.

# The Training

- Objectives - clear, attainable
- Outlines - stick to them, allow more time than you think you need
- Exercises - practice muscle memory
- Vocabulary - any word they don't know
- See Also - books/pamphlets for more info?



# The Troubleshoot

- "Explain the problem in your own words."
- "What were you doing when this happened?"
- "What were you *trying* to do?"
- "What were you *expecting* to happen?"



[you are the smiling buddha] Ask open-ended questions. Troubleshooting is basically eliminating possibilities from what could be wrong. Just like how if your car won't start it's an air, fuel, spark problem, tech problems are also usually reducible to a few general things.

# Process of Elimination

- Hardware problem
- Software problem
- "Wetware" problem (PEBKAC)
- Gremlins \*

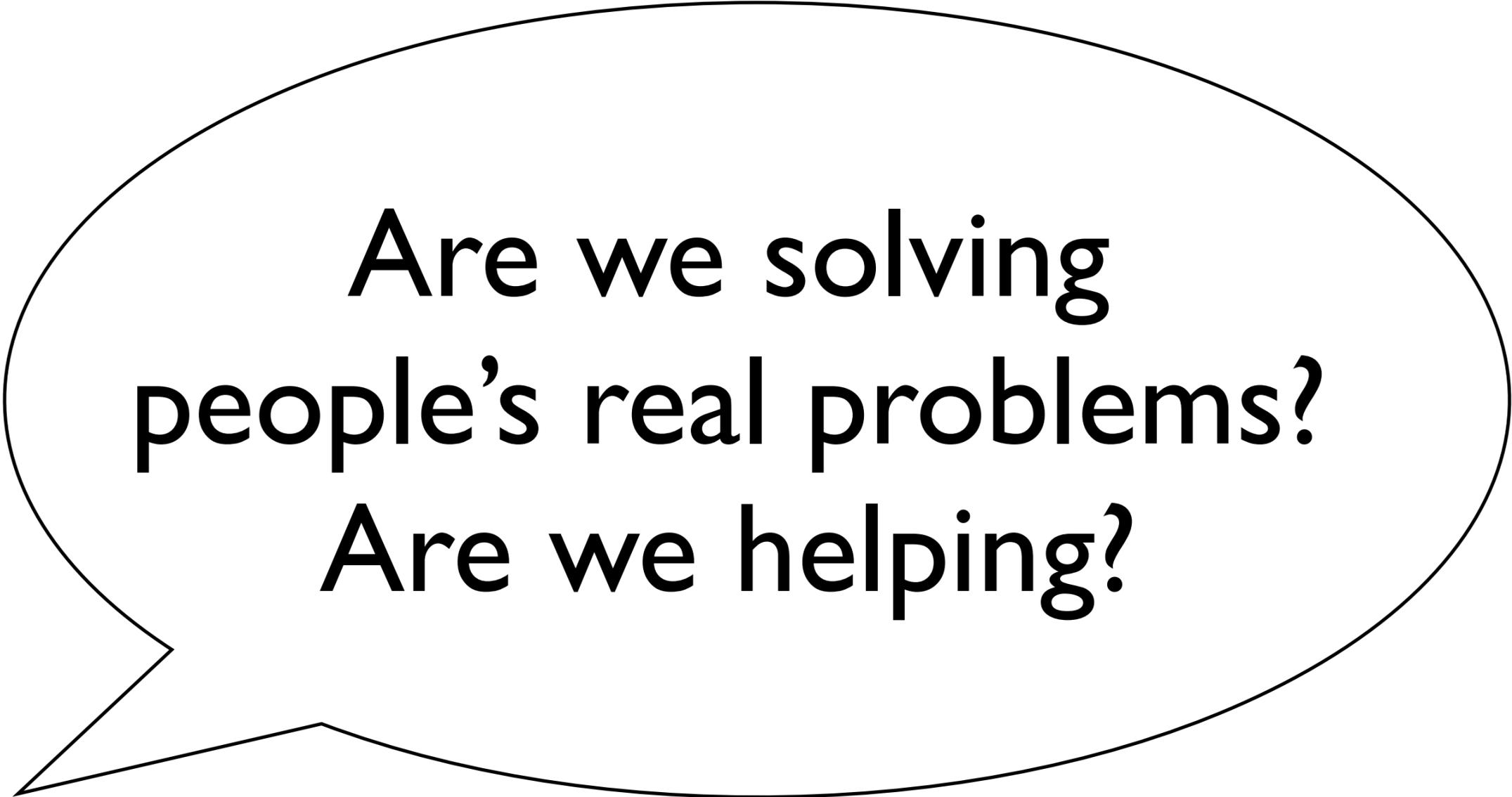
\* no such thing, but sometimes a reboot helps...





Ultimately, teaching them to fish in this case also means teaching them how to get answers when you're not around. This means support sites like the manufacturers', forum sites like Adobe Forums (or whatever the product is) and CALLING TECH SUPPORT if your thing is under warranty or especially if your internet is down. People don't like to do this, it makes sense.

If all you know about computers or the internet was what you read in the paper, you might feel that way too.



**Are we solving  
people's real problems?  
Are we helping?**

Our job is to help people get better information, better experiences and better help than they would be getting on their own. You don't have to be a computer genius to do this, in fact sometimes it helps if you aren't one.

# Why is Facebook going public?



**They couldn't figure out  
the privacy settings, either.**

It all comes down to culture. (you need a few referents to get this joke) All culture is, is the touchstones and experiences and references that we all share. We've been in the library culture. We're experiencing and moving that culture towards the tech culture, either by being led there by our patrons or leading the charge, patrons and staff in tow. The shift is not simple and it's not quick, but it's one that we are better prepared to face with confidence and good humor if we do it together. Us, our patrons, our communities. Thanks.

**thank you**

**<librarian.net/talks/nlc>**