

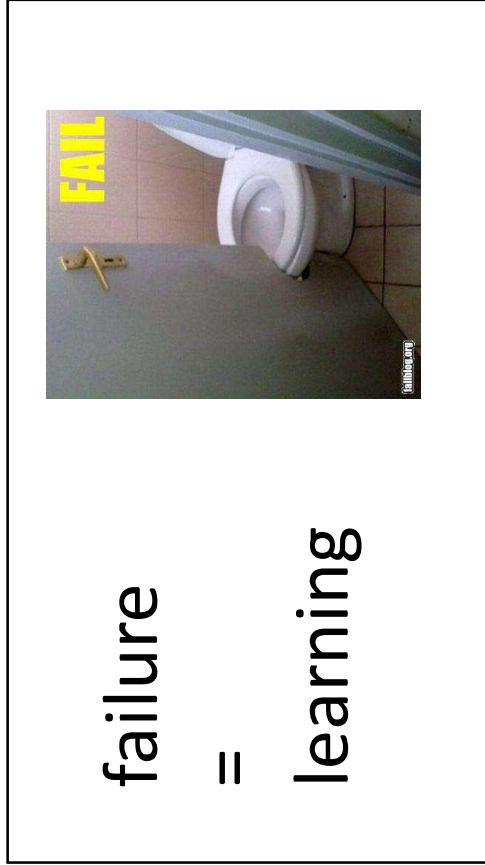
"I don't know much about computers and I'm trying to fill out this form but it won't let me."

"Everyone tells me a different way to do it!"

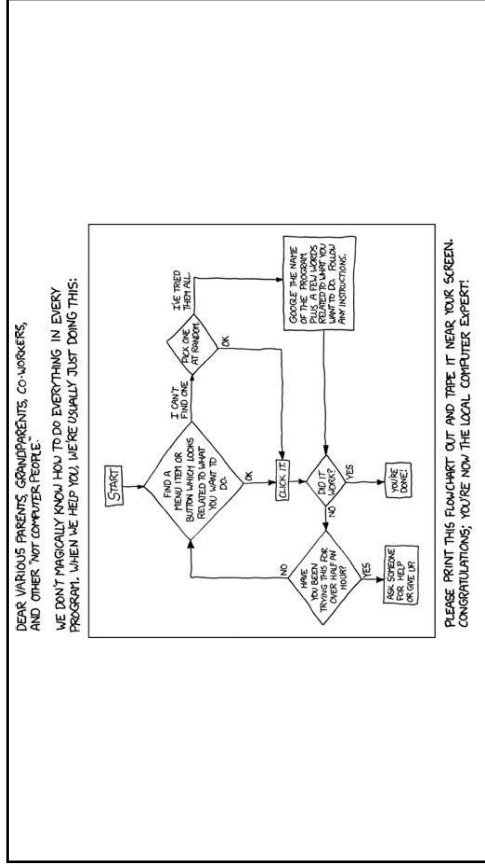
"What did I do that it doesn't work?"

plan
Helping Customers
(& Family and Friends)
with Tech
with Maurice Coleman

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failure
=
learning



Books = Technology

Everyone has had a book in their hand, so they are used to technology.
Encourage comfort.



Tech = Shakespeare

No one knows everything about every technology.
It is normal to look it up.



Bright and Shiny are new things
v.
Old & Dusty things that have always been around.
Depends on when you were born.





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To create teachable moments...

- Be welcoming Assess the need
- Give up control Stay focused
- Take it slow Communicate clearly

Power

In/Out (put)

Connect

Settings

Look for Help/FAQ

A place to buy things

Common Elements for all devices.

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give clear directions
in the right order


PAY ATTENTION. WHAT YOU LEARN TOMMY COULD SAVE LIVES. BUDDY, WILL YOU READ FROM THE TRAINING MANUAL?

"STEP ONE : LIGHT THE PAN OF GASOLINE ON FIRE."

"DO NOT ATTEMPT THIS INDOORS."

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Set up for Success with the following practices.

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Presented by the Panhandle Library Access Network
with support from the Oklahoma State Department of Education
and the Oklahoma State Department of Health

Service Point Welcome
Create a welcoming service point to put people at ease.




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Be Discoverable –

Many people are reluctant to ask for assistance.
Be proactive and ask using body language to guide you to those in need



Encourage Interest and Curiosity
Be more curious than your customers. Model the behavior you want.





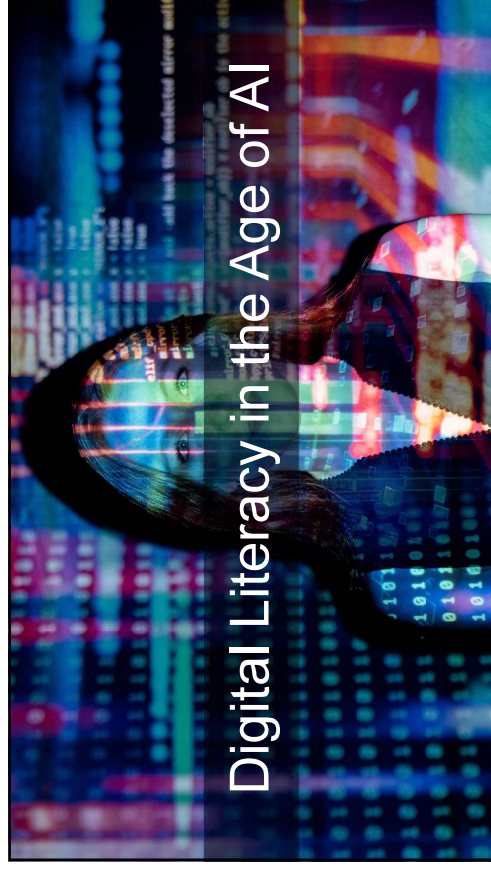
**Insert Reference
Interview Here -**
Use your reference
interview skills to dig
for the real need and
the best answer.



**Close with a follow-up
Show you want to make
sure they leave with what
they need.**



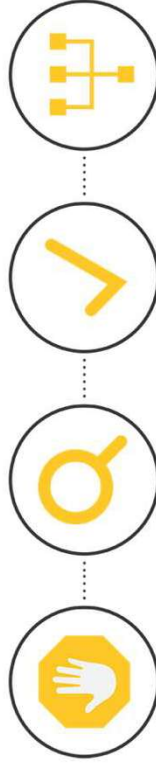
**Guided Searching – Share
how, where, and why you use
certain places to search for
the best answer.**



Encourage Skepticism
Not Fear -
Skepticism is ok when you
encounter a new “paradigm
shifting” technology.



S I F T



Stop
Investigate
the source
Find better
coverage
Trace claims,
quotes and media to
the original context



Analyzing

Informed choices—
What is it?
Real or Scam/Fake?
Verified/Best in Class?
-- SIFT or CRAAP

CRAAP Test



C Currency
The timeliness of
the information.

R Relevance
The importance
of the information
for your needs.

A Authority
The source of the
information.

A Accuracy
The reliability,
truthfulness, and
correctness of the
content.

P Purpose
The reason the
information
exists.



Online Persona

your name IS your face
Usernames (email & social media) are the first introduction to “you” anyone sees.

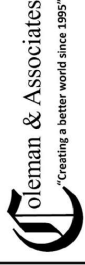
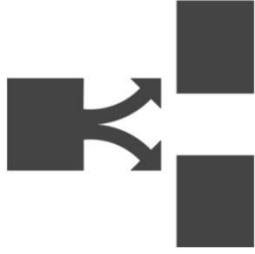


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Practice TIME!

Try answering these typical questions to practice your skills.
Think about where you would seek answers and how you would explain your process to a customer.


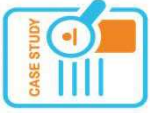


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



I just got Alexa and I heard that you can listen to audiobooks on it.
Can I listen to library books?






I have a collection of Hummel figurines and I want to sell them on eBay. I've never done anything like this before. What do I need to know? Can you help me?


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I just got my grandkids these Stikbot toys. Do I connect them to my computer?

My daughter wants me to send her money through CashApp. How do I do that? Is it safe?


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Can I stream Hoopla and Kanopy through my Roku box?