



How Do I Learn All of This Stuff!?

Keeping Up With Patrons
Technology Needs

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Cedar Falls Public Library

Keeping Up on Trends

- Magazines
- Advertisements
- Blogs/Listserve
- Personal Observations while shopping
- Conferences
- Social Media

Incorporating Demands/Trends in the Library

- Overdrive
- Freegal
- Downloading Stations
- Viewing Stations



How to Advise Patrons

- Determine what you are going to support
- Determine how and when you will refer them
- Which staff should know what

What to Support?

- Should always know how to troubleshoot your databases and services.
- Patrons should know which devices you support if any.
- What will you do if you mess something up on the device?
- Patrons will want a quick, effective answer. How will you ensure this?

How to Refer

- Know local businesses and what they support.
- Determine which problems you will have to refer the patron to the manufacturer, local business, etc.

Who Should Know What

- There should be always be someone working that can assist patrons.
- Post hours that patrons can come in and receive help if there can't always be someone that can help.