

# eBooks:

## Public Training Challenges & Benefits

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# PUBLIC TRAINING CONSIDERATIONS

Who already HAS  
eBook Readers?

Buying Devices **ISN'T**

Enough

(sadly **AND** fortunately)

Know Your MAJOR  
eReader types

Know the **FAQ** of  
your **e**Collection

# Handouts with SCREENSHOTS

(update update update)

“What eReader  
should I GET?”



# DESIGNING YOUR CLASSES

# eBook Roadshows

- Available for staff or public training
- Component based to be customized per program
- Generally 1-2 hours

# CLASSES FOR ALL TYPES OF eReaders

- All kinds of eReaders
- One hour long
- "Class" format

Good for showing  
checkout process,  
not for getting books

Requires staff  
member familiar  
with **all device types**

# "Drop In" Classes

- All kinds of eReaders
- 1-on-1 help (as much as possible)
- Several hours/day

Have a  
"Team Leader" of  
each session

Schedule classes

right after

**CHRISTMAS**



When you're busy

it's all about

**PRIORITIZING**

# CLASSES FOR SINGLE TYPE OF eReader

- One specific kind of eReader
- One hour long
- "Class" format

Can be taught by  
staff familiar with  
one device

Only need to cover  
eMaterials that work  
with that device

Some devices have  
more than one type  
(tablet & e-ink)

# STAFF TRAINING

Staff MAY NOT be  
100% comfortable  
(or 30% or 10% comfortable)

# Troubleshooting **CHECKLIST** for staff



# MURPHY'S LAW of eBook Assistance

Create a place to

**SHARE**

information & tricks

Catch your Staff  
doing **GREAT**

Have FUN!

# WORKING WITH PATRONS

Pretend you're **SICK**

Ask **PERMISSION** to  
use/touch a  
Patron's device

Education **vs.**  
Customer Service



Know the difference  
between a "hack"  
and legit methods

Be FLEXIBLE

Some additional  
set-up may be  
required

Keep it SIMPLE

Listen to the Patron

(no, really)

**ASK** them what  
they've already tried

**ASK** them about  
their home tech

**EVERYONE** was a  
beginner at one time



"MY KIDS want me to  
learn how to use  
this"

**“You won’t break it”**

Encourage play with  
device

Post your eBook  
handouts **ONLINE**

# TROUBLESHOOTING

Use your **VENDORS'**

Help Websites

"Fred's Discount  
eREED'Rs" are out  
there

Keep an eye on  
Vendors' Device  
Update Lists

If you can't figure it  
out, **GOOGLE** it!



You **WILL** run into  
questions you **can't**  
**answer**

(It's okay. Really!)

Follow up is GREAT

(Make sure you do it)

QUESTIONS?

# THANK YOU!

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