TECHNOLOGY LENDING
@ THE LIBRARY

WHAT YOU
NEED TO KNOW
ABOUT BUILDING A
LENDING TECHNOLOGY
PROGRAM AT YOUR LIBRARY

Lighting Round Presentation by Ashley Chassé,
Lending Technology Associate at Boston College's O'Neill
Library | chasseas@bc.edu | @ashley_chasse
libguides.bc.edu/oneill-technology

HI! I'M ASHLEY. I WORK FOR BOSTON COLLEGE LIBRARIES

ONE OF MY SPECIALITIES IS TECHNOLOGY LENDING.

Managing it.
Cleaning it.
Organizing it.
Fixing it.
Yelling at it.
Replacing it.
Ordering it.
Re-ordering it.
Updating it.
Helping people use it.

You can learn more here: libguides.bc.edu/oneill-technology

AND NOW FOR A SERIES OF PICTURES

It's like seeing someone's safari vacation photos without the giraffes...

LAPTOP LOGIN ERROR CHEAT SHEET (DELL)

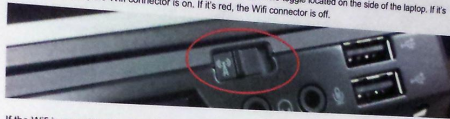**Your system is running low on resources.**

Problem: The laptop thinks there isn't enough memory available to log in a new user.

Solution: **Restart** the laptop. If the error persists, contact Ashley Chassé.

There are currently no logon servers available to service the logon request

Problem: The laptop is not connecting to or receiving the network signal.

Solution: Check to see that the **Wifi is switched on**. This is the toggle located on the side of the laptop. If it's switched to black, the Wifi connector is on. If it's red, the Wifi connector is off.

If the Wifi is on and you're still getting these errors, try **restarting** the laptop.
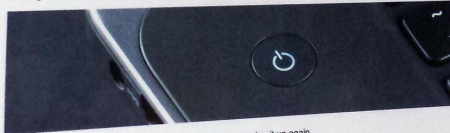
Finally, if you've restarted and still can't log in, try moving to a different location in the library where the wireless signal may be stronger.

If nothing works and you're ready to throw the laptop against the wall, please contact Ashley Chassé.

Other Tips and Tricks

PASSWORD INCORRECT. Be sure the login issues isn't a user error. Ask the student how many times they've tried logging in. If it's more than 3, they could be locked out of their account. Have them **wait 15 minutes** before trying to login again.

FROZEN LAPTOP. If the laptop appears to be frozen, unresponsive, or stuck in a loop, force a shutdown by holding down the power button located near the keyboard:

Once the laptop powers off, wait 10 seconds before powering it up again.

ADAPTERS | MICROPHONES | CALCULATORS
L-SHAPED CHARGERS | T-SHAPED CHARGERS | T-SHAPED CHARGERS
HEADPHONES | HP/DELL CHARGERS | USB-C CHARGERS
HARD DRIVES | DVD PLAYER | KEYBOARDS & MICE
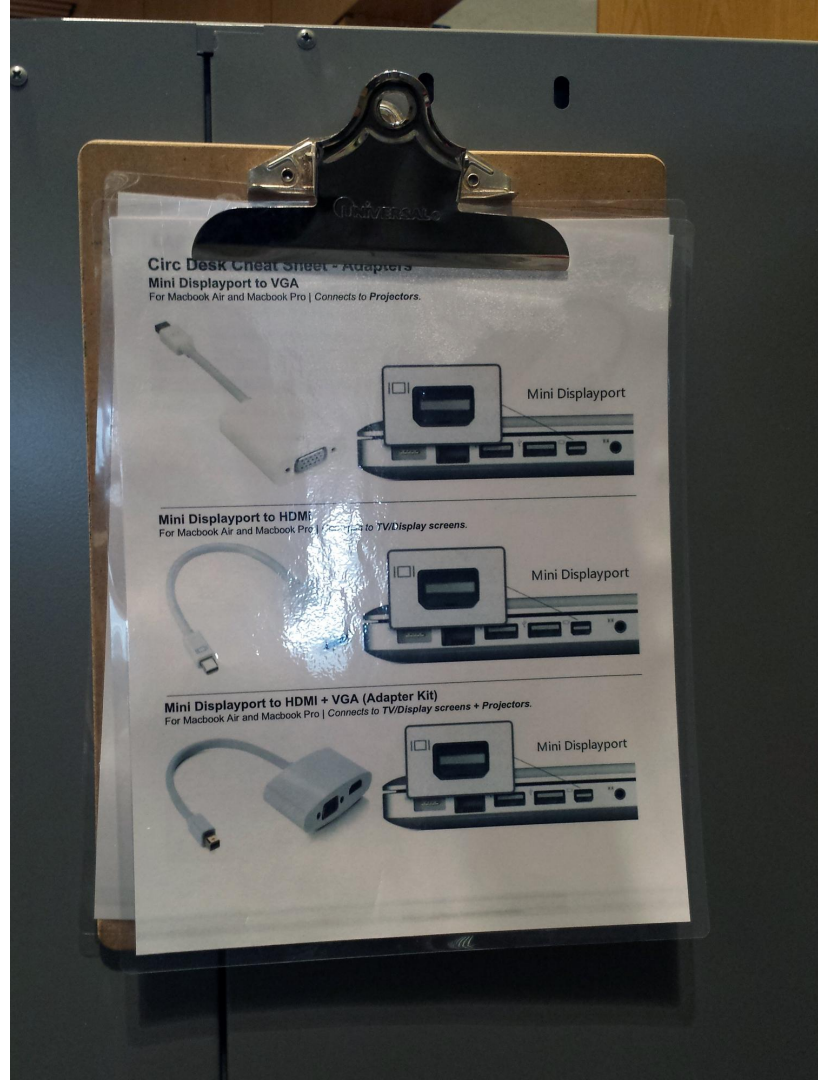
TECHNOLOGY LENDING
@ O'NEILL LIBRARY

IPADS
LAPTOPS
ADAPTERS
HEADPHONES
MICROPHONES
LAPTOP CHARGERS
KEYBOARDS + MICE
SIMPLE CALCULATORS
EXTERNAL HARD DRIVES
EXTERNAL DVD PLAYERS
GRAPHING CALCULATORS

APTERS

MICROPHONES

T-SHAPED CHARGERS

T-SHAPED CHARGERS

Circ Desk Cheat Sheet - Adapters

Mini Displayport to VGA
For Macbook Air and Macbook Pro | Connects to Projectors.

Mini Displayport

Mini Displayport to HDMI
For Macbook Air and Macbook Pro | Connects to TV/Display screens.

Mini Displayport

Mini Displayport to HDMI + VGA (Adapter Kit)
For Macbook Air and Macbook Pro | Connects to TV/Display screens + Projectors.

Mini Displayport

OH! I ALSO MADE A HANDOUT FOR YOU!

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Technology Lending @ The Library: Getting Started, Building Up, or Expanding

Get to know your IT staff. (If you have one.)
They will be your best friends. And your advocates. When you need a sounding board, they will have the background to understand your questions, needs, and struggles.

Get to know your community.
Do informal surveys, formal surveys, focus groups. Observe the kinds of technology your patrons use. Keep notes of the technology they ask for. Sometimes it's less about the cool new toy you think they want.

Get your stuff together.
Do you already have technology items on loan? What is it? Build an inventory system and begin checking the status of those items. Are they old? Outdated? Need to be retired? Or is it fine and you just need more?

Start building a wish list.
See what other (similar) libraries have. See what the latest trends are. Keep up-to-date with the latest gadgets, and write down anything you think your patrons might love, want, or need.

Get your budget in order.
Technology is expensive. And depending on your library, funding may or may not be available. When you don't have the funds, look to grants. And keep track of the price of the items you want.

Get organized.
You've got some tech available. Some iPads or maybe calculators? So how do you manage your devices? Where do you store them? How do you manage them? By getting organized.

Other Things to Consider...
- Loan Periods
- Lending Policies
- Marketing Your Technology Services
- Repair & Replacement Costs
- Billing Issues
- Troubleshooting/Diagnosing Issues

*Notes:*_____

If there aren't enough copies you can download it here:
http://ashleychasse.com/LendingTechHandout

NOW... ASK ME ANYTHING!

Don't be shy. I am way more nervous than you are.

Want to get in touch?

Here's where you can find me:

Email: chasseas@bc.edu or ashley.chasse@gmail.com

Website: ashleychasse.com

Twitter: [@ashley_chasse](https://twitter.com/ashley_chasse)

THANKS FOR LETTING ME PRESENT TODAY! BYE BYE!