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 Chausk.

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 Wi-Fi is switched on. This is in the control panel on the right side of the laptop. If it's switched to black, the Wi-Fi connector is on. If it's red, the Wi-Fi connector is off.

If the Wi-Fi is on and you're still getting these errors, try restarting the laptop.

Finally, if you've reinstalled 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 Chausk.

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 5, they could be locked out of their account. More than wait 10 minutes before trying to log in 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.
OH! I ALSO MADE A HANDOUT FOR YOU!

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
THANKS FOR LETTING ME PRESENT TODAY! BYE BYE!