Introduction

Hi, I'm Stacy and I’m Maureen!

Today we will help you channel your inner tech to tackle common technical questions on your own.
Overview

- Basic IT Terminology
- Computer Components
- Typical Public Library Technical Questions & Answers
- Typical Academic Library Technical Questions & Answers
- Tips for Reporting Technical Issues
- Methods for Training Staff
- Resources
IT Basics - Terminology

The jargon techies like to use to confuse you.

- **Operating System (OS):** System software that allows your computer to work (Windows, Macintosh, Linux).

- **Software Applications:** Instructions that tell the computer what to do (programs).

- **Internet Protocol (IP):** the method of communication that allows you send and receive data.
IT Basics - Terminology Cont...

- **IP Address**: a numeric label assigned to each device on a network [172.16.21.178]. Stands for Internet Protocol.
- **Directory (Folder, sub-directory)**: Allows you to organize files and folders.
IT Basics - Terminology Cont...

- **Local-Area Network (LANs):** A group of two or more computer systems linked together that are geographically close together (i.e. in the same building).
- **Wide-Area Network (WANs):** A group of two or more computer systems linked together that are farther apart.
IT Basics - Terminology Cont...

- **Campus Area Network (CAN):** is comprised of many local area networks that are located on campus.
- **Wireless Local Area Network (WLAN or Wi-Fi):** technology that allows electronic devices to exchange data and connect to the internet wirelessly using radio waves.
IT Basics - Components

Also known as “more techie jargon”. When you’re on the phone with tech support and they say, “Check the VGA connection” or “is the cat6 cable plugged in?”, this is what they’re talking about!
IT Basics - Components Cont...

The tower: the big part! Look for these common features, generally indicated by universal symbols:
The back of the tower has many of the same features as the front, with the addition of the network jack, the power connection and the VGA connection (monitor).
IT Basics - Components Cont...

- **VGA cable.** Used to connect your monitor to your computer.

- **HDMI cable.** Used to connect HD things to other HD things. (Like a blu-ray player to an HD TV.)

- **Cat5/ Cat6/ ethernet/ network cable.** Connects to the Internet. Looks like a phone jack cable.
Typical Public Library Questions & Their Answers

“How do I download eBooks?”
- Kindle vs Nook (and everything else)
- Overdrive vs Missouri Libraries 2 Go
- App for phone/eReader/tablet
- Instruction handouts
- YouTube links
Typical Public Library Questions & Their Answers Cont...

- “I can’t print!”
  - CTRL + P or File > Print
  - Is the printer on?
  - What printer are they printing to?
  - Check the default printer (Start > Control Panel > Devices and Printers)
Typical Public Library Questions & Their Answers Cont...

● “The computer isn’t on.”
  ○ Many times the monitor isn’t on or isn’t connected to the tower. Check the VGA connection and make sure the power is on.

● “I can’t get on the Internet.”
  ○ Look in the lower-right hand corner.

If it looks like this, it’s okay. If it has a red X, check the network cable.
Typical Public Library Questions & Their Answers Cont...

- How do I use my tablet?
  - Common issues: power, volume, unlock, app store.
Typical Public Library Questions & Their Answers Cont...

- Why isn't this webpage working?
  - Is it filtered?
  - Refresh (F5 shortcut)
  - Try a different browser
  - Compatibility mode (IE)
Typical Public Library Questions & Their Answers Cont...

- How do I _____ in Word/Excel/PowerPoint?
  - Use Help
  - Google it
Typical Academic Library Questions & Their Answers

- THE PRINTER IS JAMMED!
  Common places for the paper to jam are:
Typical Academic Library Questions Cont...

- How to configure laptops and other devices on the WiFi network?
  - Depends on the setup—similar to public libraries, need to have a university network account (username/password)
Typical Academic Library Questions Cont...

- Be familiar with where the settings are located
How do I open documents and videos from my instructor in Blackboard?

- Depends on how the instructor set the links in the Blackboard course:
  - MS Office documents & PDFs, click on the link and you should receive a dialog box to save or open the document.
  - Video and Audio links may need a browser plug-in to play. Common plug-ins are: Silverlight, Flash Player, Shockwave Player, Windows Media Player. Also, Java plug-ins must be up-to-date.
Tips for Reporting Technical Problems

● Take a screenshot
● Copy down the entire error message
● If you call, *always follow up with an e-mail*
● List the troubleshooting steps that you have already taken (i.e. restarted the computer, restarted the application, etc.)
Methods for Training Staff

- Set up a computer assessment for all staff
- After the assessment, separate them into groups based on ability
- Hold separate training sessions for different groups
- Provide quick reference guide that staff can access while at the desk
Resources

- **Google**
  - [http://www.google.com/](http://www.google.com/)
  - (No, really. I Google all my problems.)
- **GCF Learn Free**
  - [www.gcflearnfree.org](http://www.gcflearnfree.org)
  - Tutorials for common programs and operating systems.
- **Atomic Learning**
- **University Course Gateway**
  - [http://courses.ucmo.edu/](http://courses.ucmo.edu/)
- **Listservs**: Library Information Technology Association (LITA), Association of College & Research Libraries (ACRL), Library Technical Advisory Group (LTAG), Public Library Technical List (Libtech).
When all else fails...

DEAR VARIOUS PARENTS, GRANDPARENTS, CO-WORKERS, AND OTHER "NOT COMPUTER PEOPLE."

WE DON'T MAGICALLY KNOW HOW TO DO EVERYTHING IN EVERY PROGRAM. WHEN WE HELP YOU, WE'RE USUALLY JUST DOING THIS:

START

FIND A MENU ITEM OR BUTTON WHICH LOOKS RELATED TO WHAT YOU WANT TO DO.

I CAN'T FIND ONE

PICK ONE AT RANDOM

I'VE TRIED THEM ALL

HAVE YOU BEEN TRYING THIS FOR OVER HALF AN HOUR?

CLICK IT

DO IT WORK?

Google the name of the program plus a few words related to what you want to do. Follow any instructions.

NO

YES

ASK SOMEONE FOR HELP OR GIVE UP!

YOU'RE DONE!

PLEASE PRINT THIS FLOWCHART OUT AND TAPE IT NEAR YOUR SCREEN. CONGRATULATIONS; YOU'RE NOW THE LOCAL COMPUTER EXPERT!
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