

Getting Techie

Tips and Tricks to Mobile Devices


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First Things First

What Device Do You Know?

- Apple (iPad, iPhone)
- Android (Samsung, Google, Motorola, LG, HTC, Nokia)
- Windows (HP, Lumia)
- Kindle (Paperwhite, Fire)
- Nook (Glowlight, Tab)

A Few Definitions...

App	Definition: a piece of software downloaded to a device that has a specific purpose. Some can be used without WiFi
Icon	Definition: a symbol that represents an application.
Tablet	Definition: a very thin, portable computer that uses a touchscreen instead of a monitor, keyboard, and mouse. Often called an "iPad," "tablet computer," or "Android." A Kindle Fire is not often considered a tablet.
Smartphone	Definition: a touchscreen device that can download applications, take pictures, and make telephone calls. Often called by its brand name, most popular are "iPhone," and "Android."
WiFi 	Definition: a wireless networking technology that connects devices to the Internet.
Data Usage	Definition: When not connected to WiFi, you can use phone data from your provider to connect to the Internet.

iPhone

Screen: Touch

Buttons: Sound, Power, Home

Apps: Through App Store



Android

Screen: Touch

Buttons: Sound, Power, Home,
Back, Programs

Apps: Through Play Store



Kindle

Black and White Screen:

Screen: Touch

Buttons: Sound, Power, Home

No apps. Direct connects with eBook Store.

Color Screen:

Screen: Touch

Buttons: Sound, Power, Home, Back, Programs

Apps: Through Amazon Store



Nook

Black and White Screen:

Screen: Touch

Buttons: Sound, Power, Home

No apps. Direct connects with eBook Store.

Color Screen:

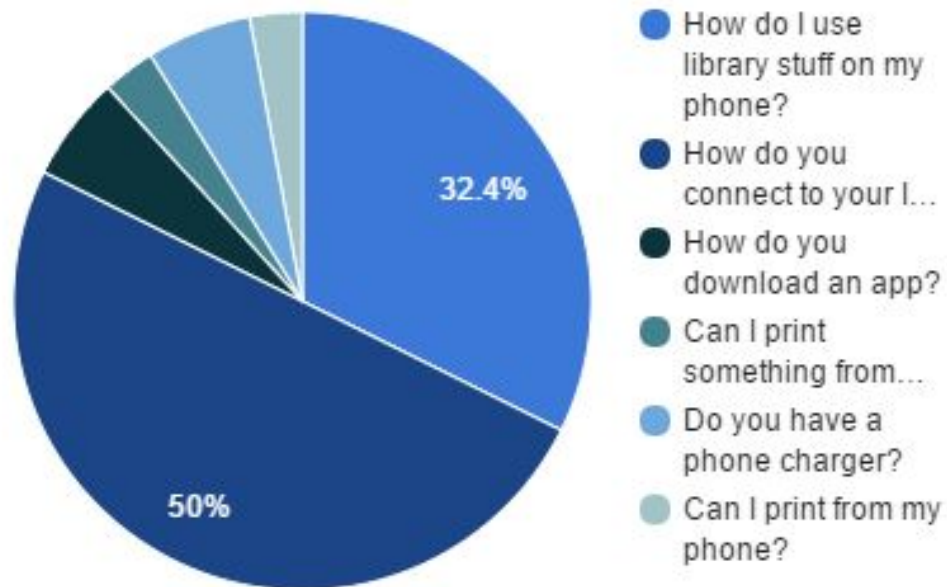
Screen: Touch

Buttons: Sound, Power, Home, Back, Programs

Apps: Through Google Play Store



Which question do you hear the most often?



How to Get Started

Know your Do's and Do Not's

At the Main Desk, time can be a limitation. Sometimes a patron asks one question, but then they admit that they may not know how to use a device at all. This may require more in-depth knowledge and time. **DO NOT** feel like you need to train them on how to do everything. Take one question at a time.

If you are better at one device rather than another, **DO** ask to learn how to do something on a different device. For the next practice sessions, please find someone with a different device than yourself.

Most popular question:

**How do you connect to the
WiFi?**

Why This Question?

Many people who ask this question don't often go into their Settings.

Teaching a patron to set up their WiFi will help them save costs on mobile data and introduces them to their Settings section.

How to Connect to WiFi

1. Go to “Settings”
2. Select “Wi-Fi”
3. Slide button to the colored option to turn the WiFi on.
4. Select the WiFi name from the list of options for access to free library WiFi

Related Questions

These questions are all related to the Settings section:

How do you close apps, delete/download apps, and turn on/off location services?

Can you help me with my volume/display/settings?

Let's Practice!

Next question:

**How can I get free eBooks
from the library?**

Is This Question For Me?

Yes!

Be cautious when answering this question, because it can get complicated depending the experience of the person asking and what type of device they have.

When Does It Get Complicated?

Be wary of answering this question at the circulation desk if...

- The patron has an eReader with a black and white screen or one that does not connect to WiFi
- The patron does not know the password to their Apple Account

What Can I Do?

Let the patron know about what resources you have!

- OverDrive
- Hoopla
- Axis 360
- 3M (CloudLibrary)
- Zinio
- Or more

What if they ask for help?

- Ask what device they have
- iPhone? Ask if they have a password for their App Store handy. If they do not, tell them they will need it or an Apple Account ID to download the app.
- Android? Download it from the Play Store!
- Kindle? Depends on the device, but it is easiest with [OverDrive](#)
- Nook? This will act like an Android if it has a color screen. Just download the app!

Related Questions

These questions are all related to
App Management:

How do you download an App?

This app isn't working, can you walk
me through it?

Let's Practice!

Next question:

**Do you have a phone
charger?**

This Depends...

... on your library's policies on charging phones and if you have the right one!

iPhones and iPads use one type of charger only

Androids use the most widely accepted type of charger

Next question:

How do I set up my email?

Get the App!

The most reliable way to get email on a mobile device is to find the app for the email service they use.

Once they log in, they are good to go!

Related Question

I lost my password, how do I reconnect to my email (or other account)?

Let's Practice!

Next question:

Can I print from my phone?

This Depends...

... on what your library has for mobile printing!

The easiest resolution (if there is no mobile printing option at your library) is to have them email themselves the document and print from a library computer.

Mobile Printing Options

The most popular mobile printing app is PrinterOn.

- This requires an app to download.
- [View here](#) for a great guide!
- The biggest issue with this is how to release the print from a print station. Some libraries have self-service stations, some have payment through a credit card service.

How does your library release printed items?

Let's Practice!

I'm Frustrated!

When dealing with technology, patrons can get very frustrated. The best thing to do is sympathize, let them know you understand their frustrations and show them a solution.

Let's spend the next few minutes discussing patron interactions and best ways you have found de-escalate a situation with an upset or frustrated patron.

Questions?

Thank you!