

*We grow smarter communities, one person at a time.*

## Reading Buddies Program Connects Generations of Library Users

The Reading Buddies program at the Community Libraries spans generations of library users, filling a need that CL engagement manager, Shanna Allen, said she did not anticipate but is “special and surprising” nonetheless.

Two years ago, Allen did a presentation at a local senior center. After telling them about the library she asked what programs they would be interested in attending.

“I was expecting them to say tai chi or computer classes, but instead they asked me to bring them children,” she said.

Allen immediately got to work forming a group of children interested in visiting local senior centers. The program now includes a rotating group of 20 children ranging in age from three to 17 years old who visit more than 50 seniors each week and spend time together reading and socializing.

“I love witnessing the community that is being built,” Allen said. The group participated in Summer Reading together and they are also planning some special holiday programs with their reading buddies.



## Common Tech Questions & How to Answer Them

**T**echnology questions can be daunting. There are times when it seems like you’ve tried everything, and you still can’t figure it out or maybe you just don’t know where to begin. IT and Central Information Services (CIS) have put together some frequently asked questions and answers to help you get through those tech woes.

Do you have a computer question that has stumped you recently or a frequently asked question to add to this list? Email Victoria ([victoria.stephens@metrolibrary.org](mailto:victoria.stephens@metrolibrary.org)).

### **The keyboard or mouse isn’t working.**

Unplug the USB for them and plug them back in. If that doesn’t work, call IT.

### **The monitor says “no signal” or isn’t working.**

Restart the computer. If that doesn’t work, unplug the power cable from the back of the monitor, wait 30 seconds and plug it back in.

### **A website isn’t working.**

Try it on a different browser, like Google Chrome. If that doesn’t work, go to a site called [IsItDownRightNow.com](http://IsItDownRightNow.com) and type in the site. It will tell you if the site is down for everyone (including outside our network.)



### **Someone can’t connect their device to WiFi.**

Most of the time, customers didn’t get to our authentication page. Have them go to [ask.com](http://ask.com) or [news9.com](http://news9.com). Most of the time, this will redirect them to the authentication page and they can connect. If that doesn’t work, disconnect them and have them reconnect in 10 minutes. If that doesn’t work, call IT.

### **The password to log in isn’t working.**

When entering a password, make sure the ‘Num Lock’ key is on and the ‘Caps Lock’ key is off. Then, if the computer is not recognizing your credentials when you switch users, select “other user” and put in your credentials (sometimes this will work to log you on).

### **All of the public computers are offline.**

If all the public computers are showing offline, the signon computer needs to be restarted.

### **My document isn’t printing.**

If multiple public computers are not able to print and/or reprint jobs are not showing up, then restart the print management computer. If that does not resolve the problem, then call the helpdesk (2210).

### **The computer is slow.**

If computer is acting sluggish or things are not syncing properly please restart the computer first and if the problem persists then call the helpdesk (2210).

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# Common Tech Questions and How to Answer Them

*Continued from page 1*

## **The Circ computer is not responding to touch.**

On Circ computers if the screen is not responding to touch, turn the monitor off and back on first. If that does not work, then restart the computer otherwise give the helpdesk a call.

## **The website I am trying to access is blocked.**

We are unable to disable the filter for a blocked site. However, a customer can submit a request to unblock the site. (obviously certain sites will not be unblocked no matter how "convincing" the person may be!)

## **The computer is displaying strange colors.**

There is a recurring issue where the monitors on public computers will show strange colors. Sometimes described as "psychedelic." Simply turning the monitor off and back on will usually fix this. If the monitor will not turn off due to a "power button lockout" message, hold the power button down for 10 seconds.

## **The computer tower shut down.**

If the computer tower shuts down and will not come back on, remove the power cable from the back of the tower, press the power button a few times, and then plug it back in and press the power button. At this point, it should come back to life, but if not, please call IT.

## **Someone wants to print labels.**

We do allow customers to print labels that they provide, however, the labels MUST be for laser printers. Inkjet labels can potentially damage the printers.

## **How do I convert a word document into a PDF?**

To convert a word document to a PDF, go to "file" in the upper left-hand corner and click "Save as Adobe PDF" on the left-hand side. A box will pop up prompting you to select the folder you would like your PDF saved in and the name you would like it saved under.

## **How do you set up an email away message/automatic reply?**

To set up an email away message, go to "file" in the upper left-hand corner of Outlook and click "automatic replies". A box will pop up where you can select "send automatic replies", select the dates you would like the message sent and personalize the message you would like sent.

## **How do you "eject" a flash drive?**

First, be sure to save your documents on the drive, then go to the taskbar at the bottom right-hand corner of the screen and find the "Eject" icon – it's a rectangular, flash drive-shaped icon with a checkmark next to it. you may have to click the arrow to see it. Then, click the eject icon and click "Eject USB Mass Storage Device". Wait until a box pops up that says, "Safe To Remove Hardware". You may now remove the drive.

## **Why do you need to "eject" a flash drive before unplugging the drive from your USB port?**

By ejecting the drive, you are ensuring that all pending actions have

been performed. Without ejecting the drive you risk losing data and corrupting the file.

## **Why won't my computer recognize my USB device?**

Try unplugging the device from the USB and inserting it into another USB port. Try going to documents and looking for your device name on the left-hand side. If it does not show up using all of the USB ports in your computer, call IT.

## **Some of our resources require a pin. What is my pin?**

Your pin is your last name.

## **How do I renew items online?**

To renew items online, go to the catalog by clicking "Find Books" on the home page of the library's website. Then, login by clicking login in the top left-hand corner. After logging in, click on "NAME's Account" in the left-hand corner. Click on "Loans" and check the box next to the item(s) you would like to renew, then click "Renew". The same process works for a smart phone or tablet in addition to your computer. If you are unable to renew an item, it may be that another person has placed a hold on the item, you have reached your max number of renewals (8), your library card has expired or you have fines on your account that are preventing the renewal.

## **Since Freegal's gone, how can I download music from the library?**

Unfortunately, the Freegal service was not being heavily utilized by our customers. We noticed a shift to music streaming. You can now stream and download entire albums through Hoopla for one week.

## **How do I download eAudiobooks to my phone?**

To download an eAudiobook from OverDrive, find the book you would like to check out and click "Borrow", select the number of days you would like to borrow the title for, click "Borrow" again and click "Download MP3 Audiobook". You will see a little red circle appear in the left-hand corner with a number – these are the files downloading to your device – by clicking that and clicking "files" you can view the progress of your download. It is necessary that you have a good WiFi connection to download the content. To download an eAudiobook from Hoopla, go to the app and find the book you would like to listen to, select the title and click "Borrow" then click "download to your device" to listen offline. After clicking this it will say "downloading".


## **How do I download an eBook from EBSCO?**

To download an eBook to read offline from EBSCO, you will want to download the Bluefire Reader app on your smart phone and use an Adobe ID to authorize your account. You can create an Adobe account free. Once you have the app you can go back to EBSCO, create/sign in to your account and tap "Download (Offline)" on the title you would like to download.

# Homework Help Resources

**T**he library provides access to a variety of eResources helpful to parents and students as they navigate through those tough homework assignments. Tell your library customers about some of these homework hacks using the library's eResources.

## Britannica Library & Britannica Escolar:

 Britannica has something to offer for every user. Britannica Library offers three sites in one – based on the user's reading level. The site includes Britannica Library Children, Britannica Library Young Adults and Britannica Online Reference Center for high school and adult users. Britannica Escolar is a Spanish version with options for primaria (elementary) and secundaria (middle) school students. This interactive encyclopedia includes articles, videos, images, magazines and more. Users can also access how-to documents for book reviews, presentations, research papers and science reports.

## World Almanac for Kids:

This resource can help with math, science and geography all in one place. Students can browse science projects, homework help topics and a variety of fun facts in the featured topics. Students can also search for specific information they are interested in researching and sort by media type such as



articles, images and science projects as well as subject area such as biographies, geography, health and life science. In the homework help section, students can learn the metric system, geometry facts, measurements and other concepts. The math corner includes fun facts, videos, games and puzzles to help students get engaged in their studies.

## LearningExpress library:

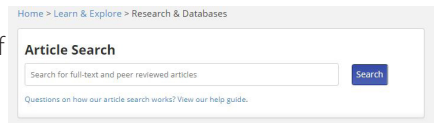
This is an indispensable resource for any age user. The



LearningExpress library includes resources to strengthen math skills, job and career resources, software skills and key test prep resources for exams including the GED, AP, ACT and SAT exams. The online tests available through this resource are an easy way to get practice in without having to rely solely on a dauntingly large study manual.

## The Discovery Search tool:

Users also may not realize they can search a variety of EBSCO databases at once using the Discover Search bar on our research page titled, "Article Search". This search box allows users to search a variety of resources all at once.



# Library Card Sign Up Month

**S**eptember is Library Card Sign Up Month and this year's theme is "Get a library card and check out something incredible!" inspired by the new Incredibles movie.

Throughout the month we are highlighting the value of a library card. To further the excitement and to engage new cardholders, we are conducting a drawing for a Kindle Fire. Customers who sign up for a library card, refer a friend or renew an inactive library card will be entered for the drawing.

Back to school is the perfect time to tell parents about the benefits of signing their child up for a library card. The library plays an essential role in the education and development of a child by providing access to STEAM (science, technology, engineering, arts and math) programs, educational resources, virtual homework help and more. Studies show that children who use the library perform better in school and are more likely to continue to use the library as a source of lifelong learning.

Since 1987, Library Card Sign-up Month has been held each September to mark the beginning of the school year. Throughout the month, ALA and libraries unite together in a national effort to ensure every child signs up for their own library card.



## FACTS ABOUT LIBRARIES

Reference librarians in the nation's public and academic libraries answer nearly 6.6 million questions weekly. Standing single file, the line of questioners would span from Miami, Florida to Juneau, Alaska.

Americans go to libraries more than three times as frequently as they go to the movies.

There are more public libraries than Starbucks in the U.S. – a total of 17,566 including branches. Nearly 100 percent of public libraries provide Wi-Fi and have no-fee access to computers.



# Celebrate *Read an eBook Day* - Sept. 18

**R**ead an eBook Day is coming up and OverDrive is encouraging libraries and library customers to share why they love eBooks.

On Sept. 18 customers can take photos of their favorite eBooks and share why they love to read



eBooks on social media with the hashtag #eBookLove for a chance to win a tablet.

If you promote or take photos during *Read an eBook Day*, be sure to share them with marketing to include on the Metro Library social media pages.

## Hello!

**Lyndsey Bryan**  
*BI Library Manager II*

**Lauren Blair**  
*BI Access Specialist I*

**Jana Seymour**  
*DN Access Specialist I*

**Scott Garrison**  
*BE Children's Librarian I*

## Goodbye

**Matthew Welborn**  
*BI Access Specialist I*

**Bianca Marin**  
*CH Access Specialist II*

**Lauren Tennison**  
*VI Access Specialist I*

**Kaitlyn Hunter**  
*SO Access Specialist I*

**Russell Bouseman**  
*VI Access Specialist II*

**Gabriela Gonzalez**  
*AL Access Specialist II*

**Laci Smart**  
*CL Access Specialist I*

## Congratulations!

**Claudia Farias-Cowling**  
*Teen Librarian I to Engagement Manager*

**Jammie Flaherty**  
*Access Specialist I PT to Access Specialist II FT*

## COMING UP...

**SEPTEMBER 2 & 3**  
All Metro Libraries Closed for Labor Day

**SEPTEMBER 20**  
Commission Meeting at Del City Library

**SEPTEMBER 23-29**  
Banned Books Week

**SEPTEMBER 27**  
Staff Association Meeting at Bethany Library

**OCTOBER 8**  
Columbus Day/Staff Development Day

**OCTOBER 18**  
Commission Meeting at Southern Oaks Library

**OCTOBER 21 - 27**  
National Friends of Libraries Week

**OCTOBER 25**  
Staff Association Meeting at Southern Oaks Library



# In Case You Missed It ...

## Keeping New York Times Online

There was such a big response to the feedback request on the possible cancellation for New York Times Online, I thought posting the decision here would be more useful than individual emails. The responses indicated a high level of value gained by keeping the NYT despite its in-house use limitations and duplicate content.

[Read more...](#)

## System-Wide Survey Sept. 5-11

As part of the annual statistics Metro reports to ODL (the Oklahoma Department of Libraries) each year, we will soon be conducting a system-wide Reference Survey. Answering the questions of customers is an important part of the service that libraries provide to the public, and this survey aims to estimate the scale at which Metro libraries provide this service.

[Read more...](#)

## Staff Day Registration Opens Friday, September 7th!

We're excited to provide a day of education, enrichment, team building, and recognition for all Metro Library Staff. Full details and registration will be posted on the Intranet on Friday, September 7th and will close on Wednesday, September 19.

[Read more...](#)

## Library Card Sign-Up Month Begins Sept. 1

September is Library Card Sign-Up Month and we are excited to share some fun promotional opportunities with you! Customers will have the chance to be entered for a drawing for an Amazon Kindle Fire HD 7 and staff will have the chance to win a pizza party.

[Read more...](#)

## Introducing EduMinutes!

EduMinutes are short video Playlists focusing on specific topics for personal and professional growth.

- Between 1-5 Videos
- Under 30 minutes of viewing
- Bookmarked where you left off

The EduMinutes - Series 4 on accountability has been pushed out to all staff on EduBrite.

[Read more...](#)

## Training Times – August 2018

We hope you're enjoying the addition of the 6,800 new Lynda courses in EduBrite! Since launching 2 weeks ago, several of you have taken advantage of the plethora of courses available for your professional development. Since our launch on August 1st:

- 185+ logged into Lynda through EduBrite
- 107 hours of video content viewed
- 1932 videos viewed

[Read more...](#)

## Pronouncing Odilo

After months of applying American English phonetics when discussing Odilo, it dawned on me that perhaps I was speaking incorrectly. I've been saying 'oh-deh-loh'. I reached out to our rep and she very graciously informed me the correct pronunciation is 'odee-lo'. She then went a step further and sent me an mp4 so I could hear her say the word

[Read more...](#)

## Final Summer Reading Stats

The last of our Summer Reading prizes have been picked up, materials have been routed back to EPS, and our Read It Forward recipients will soon be receiving their donations. As the back end of Summer Reading 2018 continues to wrap up, EPS would like to share our final Summer Reading statistics.

[Read more...](#)

## Nominations for the 2018 Value Awards Due 9/5

Do you know a stellar Metro Library staff member deserving of recognition? Well, now is the time to recognize them! Now through Sept. 5 staff may nominate their peers for the 2018 value awards. Criteria for each award is included in the nomination form. Please limit your nominations to one person per category. Value Award winners will be announced at Staff Day on Monday, October 8th.

[Read more...](#)