**Learner Guide**

**So Many Devices, So Little Time**

**Event Description:** Library patrons want help in learning how to use their mobile devices such as e-readers, smartphones, or tablets – and it can feel like an insurmountable task to help them all. This webinar shares some practical guidance on how libraries can help patrons with a variety of gadgets, including tips for how to set up realistic formal training sessions and how best to offer one-on-one assistance. Practical training outlines, how-to guides, and video tutorials are also covered.

**This event was presented on April 3, 2013 (1:00 Eastern / 10:00 Pacific)** **by:**   
Jennifer Birnel, BTOP Technology Trainer, Montana State Library

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| **What Are Your Goals for Viewing this Webinar?** | |
| **Personal Goals** |  |
| **Team Goals** |  |

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| **Activity 1: Taking Inventory of Your Library’s Current Situation** |
| Which devices are you seeing most often in your library? Which devices do patrons ask for help with most frequently?  Does your library help patrons with devices right now? If so, which ones?  Who in your library is the “go-to” person(s) for device help?  Do you have support documents in place for patrons borrowing e-books? Are these documents current? |
| **Discussion Questions** |
| Who in your library is best equipped to offer training about devices? Do you need to bring in outside help?  If your library helps patrons with devices –   * how much time is it taking? * how much time should be devoted to devices (how much time can you afford)? * is this process working successfully? * can you identify areas where the process could be improved and, if so, how? |

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| **Activity 2: New Ways of Advertising E-Content and Device Training Sessions and Tools** |
| During the webinar, several ways of promoting a library’s e-content and device training were mentioned. What are three new ways your library could advertise its e-content and/or device training sessions and tools? |

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| **Action Plan** (include next steps, who, when, etc.) |
| Based on your learning from the webinar and the activities and discussion in this learner guide, what next steps will you take? |

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| **Notes** |
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