Welcome!
The webinar will begin at 2:00 Eastern/11:00 Pacific
Audio Tips

Today’s audio is streaming to your computer’s speakers or headphones.

Too loud or soft? Adjust volume level in the Audio broadcast box:

Lost all sound? Hear an echo? Click on the small radio tower icon (above chat box) OR go to the Communicate menu (at the top of the screen) and select Audio Broadcast to refresh your connection.
Need Help?

Please post **technical support questions** into the **Q&A Panel**.

**Step 1:** Type the problem in the **dialog box**.

**Step 2:** Click **Send**.
Chat Etiquette

Use **Chat** to talk with attendees and presenters about the topic.

Do not post technical questions to Chat.

And if you’re tweeting, use this hashtag: #wjwebinar  #digitalliteracy
Customize your experience

Panels can be opened or closed by clicking on the panel name at the top of the column, or by using the X in the individual panel.

Hover over edge of panels to drag and resize.
Telephone Access

If you are not able to listen via your computer, you may join by phone.

**Step 1:** At top left corner, select

**Communicate > Teleconference > Join Teleconference.**

**Step 2:** Call the toll-free number provided.

**Step 3:** Enter the **Access Code** provided.
Remember to post to Q&A panel if you need technical assistance.

Other Technical problems?
Contact WebEx support
Event Number: 713 054 718
Phone: 1-866-229-3239

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WebJunction
Community Manager

Co-Produced by:
Ahniwa Ferrari
WebJunction
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**Maine** State Library
**Texas State Library & Archives Commission**

**Minnesota** State Library Agency & Minitex
**Library of Virginia**

**Mississippi** Library Commission
**Washington State Library**

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Today’s Presenters

**Melissa Ziel**
Information Desk Supervisor, Gail Borden Public Library District, IL

**Jessica Meadows**
Curriculum Coordinator, [GCFLearnFree.org](https://GCFLearnFree.org)

**Jamie Hollier**
Project Manager, [DigitalLearn.org](https://DigitalLearn.org)
Quick Facts about GCFLearnFree.org

Content
• 92 topics
• 1,082 lessons
• 5,597 pages
• 496 video tutorials
• 606 interactives and games
• 12 instructor-supported online classes

Mobile applications
• 7 iOS apps (includes iBook, iPhone, & iPad)
• 9 Android apps
• 5 Kindle Fire Apps

People served
• 16 million people since 1992
• 6,489,062 people served in 2013
• 77,950 CEUs awarded since 2002
• In every country in the world
Let’s take a tour...
### All Topics

<table>
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### TECHNOLOGY BASICS

- **Basic Skills**
  - Search Basics
  - Tech Support Skills
  - Use Information Correctly

- **Photos and Graphics**
  - Digital Photography
  - Bing Basics
  - Facebook 101
  - Pinterest 101
  - Twitter 101

- **Social Media**
  - Google Accounts
  - Google Drive and Docs
  - Google Spreadsheets
  - Microsoft Account
  - OneDrive and Outlook Online

### LIVING IN THE ONLINE WORLD

- **Office 2003**
  - Access 2003
  - Excel 2003
  - Outlook 2003
  - Publisher 2003

- **Office 2007**
  - Access 2007
  - Excel 2007
  - Outlook 2007
  - Publisher 2007

- **Office 2010**
  - Access 2010
  - Excel 2010
  - Outlook 2010
  - Publisher 2010

- **Office 2013**
  - Access 2013
  - Excel 2013
  - Outlook 2013
  - Publisher 2013

### MICROSOFT OFFICE

- **Everyday Life**
  - Addition and Subtraction
  - Multiplication and Division
  - Fractions
  - Percent
  - Good at Math

### ESSENTIAL SKILLS

- **Career Planning and Salary**
  - CV Writing
  - Interviewing Skills
  - Job Applications
  - Job Search
  - Networking

- **Money Basics**
  - Job Hunter
  - Workplace Basics

### WORK & CAREER

- **Everyday Life**
  - Money Management
  - Financial Planning
  - Budgeting

- **Career Planning and Salary**
  - Career Services
  - Job Search
  - Networking
Computer Basics

Are you new to using computers? Do you wonder what people mean when they say the Cloud, Windows, Blackberry, Lion, etc.? Perhaps you would just like to know more about how computers work? When it comes to learning today’s technology, computer basics has all the basic concepts covered.

Introduction

1. Getting to Know Computers
2. Understanding Operating Systems
3. Understanding Applications
4. Web Apps and the Cloud

All About the Desktop Computer

5. Basic Parts of a Desktop Computer
6. Buttons, Sockets and Slots on a Desktop Computer
7. Inside a Desktop Computer

Laptop Computers and Mobile Devices

8. Laptop Computers and Netbooks
9. Getting to Know Mobile Devices

Getting Started

10. Setting Up a Computer
11. Beginning to Use Your Computer
12. Getting to Know the OS
13. Connecting to the Internet

Rated a most popular tutorial.
Getting to know your computer's OS

The screen you see when your computer has finished starting up is called the desktop. Depending on what kind of operating system you have, the desktop will look different, but it generally consists of menus at the bottom, top, and/or sides of the screen, with the rest of the screen containing a desktop background (or wallpaper). The desktop background area can also contain any files, applications, or shortcuts you want to have quick access to.

Watch the video to learn about the Windows desktop.

Click the buttons in the interactives below to learn more about the Windows and Mac OS X desktops.
Computer Basics

Introduction

- What is a Computer?
- Understanding Operating Systems
- Understanding Applications
- What is the Cloud?

All About the Desktop Computer

- Basic Parts of the Desktop Computer
- Buttons & Ports on a Desktop Computer
- Inside a Desktop Computer

Laptop Computers and Mobile Devices

- Getting to Know Laptop Computers

Getting Started

- Setting Up a Desktop Computer
- Getting Started with Windows
- Connecting to the Internet
Microsoft Office

The Microsoft Office suite is an essential collection of desktop applications that includes Word for documents, Excel for spreadsheets, PowerPoint for presentations, Access for databases, and much more. Choose your version of Microsoft Office to begin learning today!

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Office XP

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Take a Free Online Class

Our online classes offer you the opportunity to learn on your own time and at your own pace. All of our classes are completely free and will earn you accredited Continuing Education Units and a Certificate of Completion!

- Our classes are designed to introduce you to new software or give you a refresher on software you have previously used. Either way, you are bound to learn something new no matter what class you sign up for.

- You can finish the class in as little as a few days, or you can take up to four weeks to complete your assignments.

- You will have a team of instructors available to assist you through your own private message center. They will review your assignments, provide help and feedback, and answer any questions you may have.

Authorized IACET Provider

GCFLearnFree.org is authorized by the International Association for Continuing Education and Training (IACET) to offer CEUs for these programs.

Currently Available Classes

**Word**
Create professional looking letters, flyers and other documents using Word

- 2007
- 2010
- 2013

**Excel**
Explore essential Excel tasks while working with data to create formulas, charts, pivot tables, and workbooks.

- 2007
- 2010
- 2013

**PowerPoint**
Produce powerful presentations that include sound, animation, graphics, and more.

- 2007
- 2010
- 2013

**Access**
Learn the basics of Access by working with tables, records, queries, and reports in an existing database.

- 2007
- 2010
- 2013

View the Class Catalog

How Can This Be Free?

The generous donations received at GCF Donation Centers and Stores throughout eastern North Carolina make our classes possible.

Want to help?
Find out how to donate
You don't have to create an account to take advantage of our free, self-paced tutorials. An account is only needed if you would like to register for one of our online classes or track your learning history. And, don’t worry; we'll never share your information with any outside agency.

Enter a valid email address.
Excel 2013 Class

Excel 2013 is the spreadsheet software in the 2013 version of the Microsoft Office Suite. It allows you to store, manipulate, organize, and analyze numerical and text data. In this class, we will show you how to create and format simple spreadsheets, use simple and complex formulas and functions, and accomplish more advanced tasks such as applying conditional formatting, inserting pivot tables, and completing a What-If analysis. By the end of the class, you'll feel comfortable using Excel at work and at home.

See general list of Excel 2013 outcomes.

Class Requirements: Successfully complete assignments and class survey by the due date.

Software Requirements: You must use Excel 2013 software to complete the class assignments.

CEUs: 1.0

Register: Because learners work at their own pace, we cannot set a specific time when slots will be available. Every 2 hours we will open registration for any available slots. Please note that available slots can fill in seconds due to the overwhelming popularity of this program.

Limited slots available.

Register Now  Need help?
Congratulations! Your seat in PowerPoint 2013 has been reserved.

Now just fill out the form below and you can start your class today!

Keep in mind that in order to complete the assignments for this class, you must have access to a Windows PC running PowerPoint 2013.

Complete the following form:

1. **☑ I have read the class description and understand the class requirements.**
2. **☑ I confirm that I have PowerPoint 2013 installed on the computer I am using for this class.**
3. **☑ I have read and agree to the Terms of Use at GCFLearnFree.org®.**
4. **Danielle Jackson** is the exact name I want to appear on my Certificate of Completion.
5. **danielle@gcflearnfree.org** is my current email address.
6. Watch the brief Orientation Video (Complete)

GCFLearnFree.org has been reviewed and approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET).
Online Class Transcript

Transcript

Offical Transcript
A printable transcript of your completed online classes.

Complete Package
A printable package that includes your official transcript, all class certificates, and a letter of verification.

Certificates

Excel 2007
Word 2013

Complete Class History

<table>
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</tbody>
</table>
Certificate of Completion

This document is to certify that

Dennis N. McLain
President

Has completed the GCFLearnFree.org class
Word 2010

Completed on November 14, 2011

Earning 1 Continuing Education Unit(s)

Matthew Robinson
Coordinator of Distance Learning

GCFLearnFree.org | 321 West Hargett Street, Raleigh, NC 27601 | info@gcflearnfree.org
# Work & Career

Move ahead in your career with tutorials on resumes, the job search, interviewing, and much more.

## Career Planning
- Career Planning and Salary

## Job Search
- Cover Letters
- Interviewing Skills
- Job Applications
- Job Search and Networking
- Resume Writing

## Money
- Money Basics

## Workplace Skills
- Job Success
- Workplace Basics

---

**Looking for something else?**

**Visit All Topics to change gears >**
Reading

Whether you want to learn new words, practice reading, or review those grammar rules you forgot, our reading program is for you.

Are you an educator looking for more information? Read more here.
Learn English

Navigate our reading program with instructions in Spanish, French, German, Arabic, Chinese, Portuguese, Korean, and simple English. Practice 1000 common vocabulary words across over 40 categories. You can:

...Learn new words with Word Explorer and our Video Dictionary
...Practice reading, listening, and reading comprehension with Text Explorer
...Use the Fill in the Blank activity to test your understanding

Educators can learn more about our ESL program here.
Math

Do you need help with math like subtraction, multiplication, division, fractions, decimals, and percents? With an emphasis on images and interatives, our math tutorials make learning math easier. The tutorials are designed to be like a math workbook, so you can practice what you learn directly within the lessons and learn at your own pace.
Curriculum Guides

Our curriculum staff has created the following guides to assist you in using GCFLearnFree.org content with the people you serve. These learning paths will help you in making connections within the varied topics we offer and will provide ideas and suggestions for best practices in your learning space.

Technology
Whether your learners are new to the computer, returning for a review, or just want to gain more 21st century skills, these technology tutorials can help

Microsoft Office
Help learners become comfortable and proficient with this software for use at both home and work.

Reading
Explore the tools in our Reading program and the learning paths created for both adult literacy students and English language learners.

Everyday Life
Discover new ways to use the interactive tutorials in our Everyday Life program for a variety of learners and situations.

Career
Guide learners toward better employment opportunities with tutorials on the job search, resume writing, interview skills, and more.
GCFLearnFree.org in libraries...

- Phoenix, AZ Library System
- Sequoyah Regional Library System in Georgia
- West Florida Public Library in Florida
- San Antonio Public Library in Texas
GCFLearnFree.org in libraries...

• Jennie Trent Dew Library in Texas
• International Academy of Design and Technology in Nevada
• Barrington Public Library in New Hampshire
GCFLearnFree.org is also used...

- School Age students
- Homeschoolers
- Special Needs Students
- ESL
We’re Here to Help!

Jessica Meadows

ejessica@gcflearnfree.org

919-281-9267
Melissa Ziel
Information Desk Supervisor
mziel@gailborden.info
@zielszeal
POLL YOUR AUDIENCE

• What do you want to learn how to do?
• What kind of devices do you own?
• Have you ever watched videos online to learn how to do something?
RESPOND TO THE CUSTOMER

Provide a book or link

CUSTOMER’S GOAL

Offer a librarian appointment

Advertise an upcoming program

ACHIEVE THE GOAL
Stop thinking about benchmarks and initiatives
While you are assisting the customer

Melissa Ziel, Information Desk Supervisor
mziel@gilbordeninfo @zielszeal
REMOVE BARRIERS and ENGAGE THE CUSTOMER!

- Lack of outlets
- No links to learning
- Computer use time limit
- Need library card to login
- No access to sound

PROGRAMMING
- Rapid response to popular interest
- Offer popular class times
- Remove registration, if possible
- Stop advertising classes “for seniors”
- Appeal to different learning styles
- BYOL (Bring your own laptop)
- On-demand learning alternative

Melissa Ziel, Information Desk Supervisor
mziel@gailborden.info @zielszeal
ONGOING LEARNING

• What are librarians trained to answer?
• When is hiring a trainer the best option?
• Open the door to further learning

Classroom
Computer lab/BYOL, Curriculum based

Drop-In
What can we feasibly answer at the desk?
NEW Device Advice program

One-on-One
Prearranged appointment, librarian trainer has time to gather materials and set objectives

Melissa Ziel, Information Desk Supervisor
mziel@gailborden.info  @zielszeal
Thank you!

Gail Borden
Public Library District
270 North Grove Avenue
Elgin, Illinois 60120
www.gailborden.info

Melissa Ziel
Information Desk Supervisor
mziel@gailborden.info
@zielszeal
The Digital Divide
You Are Helping

CC Image courtesy of
Moore Memorial Public Library
We Want to Help You
Project Elements

- $466,182 grant from IMLS
- Website
  - Self Directed Classes
  - Community of Practice
- Awareness
- Evaluation
- Sustainability
Timeline

• Funding from Fall 2012 through Fall 2014

  – Fall/Winter 2012:
    • Project funded and started
  – March 21, 2013:
    • Beta site launch
  – June 30, 2013:
    • Launched full site at ALA Annual
Two Main Site Areas

CONNECT TO THE DIGITAL WORLD
Free learning tools to help make technology work for you.

LEARN ➔
Ready to connect to new opportunities? Tools to help you feel comfortable and confident

HELP LEARNERS ➔
Ready to help others? Join an online community of individuals working to support digital literacy
Self-Directed Classes

1 WHAT IS A SEARCH ENGINE?
Why New Classes?
Self-Directed Classes

Choose a class below to start learning
If you are new to computers, haven't used them for a while, are a little unsure and uncomfortable, or just need a bit of a refresher, we have the tools to help you tackle technology at your own pace and gain the confidence you need to succeed.

Help Us Improve
Help us improve this website by completing this 2 minute survey
Take survey now

Getting Started on the Computer
Learn about what a computer is and how to...

Using a PC (Windows 7)
Learn how to use a PC with the Windows 7...

Using a Mac (OS X)
Learn the basics of using a Mac (Apple)
Your Thoughts
Self-Directed Classes

Certificate of Completion

This award certifies that

JOSS WHEDON

has completed the Digital Learning Center class:

Getting Started on the Computer

as of April 17, 2014

DIGITALLEARN.ORG
Community of Practice
Groups
Your Thoughts
Community of Practice

THE LIBRARY NETWORK (TLN)

The Library Network is a public library cooperative serving 65 libraries in southeast Michigan. We will use this platform to share resources and templates that are developed to assist patrons and library staff with using new technologies.

http://tln.org/

ZIP Code: 48116
BizFriend.ly puts the web to work for your business.

- Find the latest web tools & learn the basics.
- Teach others how you use the web.
- Connect & compare to fellow learners & teachers.

Start Learning
Awareness & Engagement
Looking Ahead
Evaluation & Sustainability
Feedback & Questions
How You Can Get Involved

• Join the Community

• Spread the Word

• Give Feedback
Jamie Hollier, jamie@annealinc.com