



Computer Coach Training Manual

Written February 2010

Modified June 11, 2010

I. Important Locations and Things to Know at the Beginning

The reference desk:

- Reference librarians, whom you should consult with any questions you have.
- The key to the Computer Coach's office and the key to the printer (In a drawer behind the reference desk - ask the librarian).
- Volunteer badges (hanging from cabinet handle next to swinging doors)
- A map of all the computers in the Reference Department, with the numbers of the PC's.

The Computer Coach's Office (your headquarters during your shift):

- The computer in the office does not need a log-in. On the desktop you will see shortcuts to:
 - the Excel spreadsheet where you log your hours (See Section II for more info)
 - the "Logs" folder which has the spreadsheets for tracking patron questions (See Section II for more info)
- The office should be reserved for Coach and staff use only. Please do not allow patrons or other visitors into the office.
- If you step away from the office during your shift, you may take the key and lock the door behind you.

Print Station:

- Between the reference desk and the Coach's office
- All print jobs are sent here. Payment is required for printing. (See below for more details on printing.)

The Computers:

- Every Computer has a colored sign on the top of the monitor.
 - Orange tags indicate that the computer can use MS Office and the Internet
 - Blue tags indicate that the computer can only use subscription databases
 - Pink tags are for the library catalog only

- Every computer has a unique number, indicated by a red tag on the side of the computer. (Ex: PC 2121)

Policies and General Advice:

The policies of the library are detailed in the volunteer handbook. There are a few lessons from the policy guide which are particularly relevant to the nature of computer coaching:

- All city employees sign a HIPA form to keep all information confidential; thus, the library will not give out personal information. This includes home phone numbers of both patrons and volunteers.
- It is recommended that you do not give your personal information to patrons.

Difficult Patrons

The situation might arise when a patron will become rude or disruptive. You are in no way required to work with this patron, and can take the following measures:

- Ask a librarian from the reference desk for assistance; they have training and experience in dealing with difficult patrons, and are more than happy to assist.
- Should the situation escalate, reference librarians can call security.
- If either you or the reference librarian thinks the situation warrants it, you should fill out an incident report. Ask the librarian for one.

II. Volunteer Sign-in and Logs

- When you arrive go to the reference desk to get the office key (if locked) and a nametag.
- The “Volunteer sign-in sheet” is located on the desktop of the computer in the coach’s office. Each volunteer has a tab for a worksheet with their name. Log the day and time in & out for each shift.
- The Computer Coach Log (in the Logs folder from the desktop) is for you to keep track of the number, type, and duration of the questions you are asked. Every time you are asked a particular type of question, place a 1 (or 2, 3, 4, etc.) in the appropriate box. If you feel that a question covers more than one category, place as many tally marks as you feel necessary. Additionally, please provide a few examples of questions asked during your shift.
- Remember to **SAVE** both spreadsheets and to log out at the end of your shift!

III. Patron Log-in and Computer Access

- Patrons log in with their library card to use the public computers. They enter their card number and a PIN (almost always the last 4 digits of their phone number).
 - If they encounter the message “Invalid Library Card Number,” they most likely have entered the card number incorrectly.
 - If they encounter the message “Invalid PIN,” they may have an issue with their account, and should be directed to the Circulation Desk.
 - If you have other difficulties with logging in a patron, ask the reference librarians for assistance.
- Only HBPL library card-holders can use public computers. Patrons can apply for cards at the Circulation Desk; they are free to Huntington Beach residents and \$25/year for non-residents.
- Wireless is free for all patrons – no library card required.
 - The network name is **hblibrary** and there is no password.
- A separate Computer Lab Exists in the Media Department, which charges \$1.25 for 15 minutes. (Non-cardholders or those who have exceeded their 2 hour daily limit can be directed there.)
- For any other concerns, see the *Free2Access* brochure, available at the reference desk. This brochure outlines the libraries’ computer use policies. If patrons have questions about Wireless Access, you can refer to this brochure.

IV. Printing

Many patron questions that arise concern printing.

When a patron chooses to print an item, it is sent to the print station located at the group of computers near the reference desk. Patrons click, “Print”, enter a brief description such as “John Smith,” or “John’s Resume,” and then go to the central printer screen, click in the box next to their print job, and click, “Accept.”

- Patrons may print at the rate of \$.15/page (for black and white—for color printing, they need to visit the Media Department). The library accepts both coins and dollar bills, and there is an ATM located inside the library, near the entrance. We encourage our patrons to do a “Print Preview” to avoid printing blank pages.
- A patron can print up to \$5.00 at a time (~33 pages). If they need to print more, they can separate their printing into 2 or more jobs.

Print Troubleshooting

- If the printer jams: there is a key at the Reference Desk that unlocks the printer. Open the front cover and pull out the cartridge and look for a misfeed. If there is no misfeed, open the back cover and check.
- If not resolved, inform the Reference Desk and they will email CMS (the maintenance service for printers and copiers).
- If the paper is out of paper: Extra paper can be found at the Reference Desk along with the printer key.
- See Appendix A for a more in-depth guide to Printer Maintenance

V. Common Questions and Concerns

“How do I log on?” or “Why can’t I log in?”

Most trouble with logging involves not having a library card, or trouble entering the card or PIN. See Section III for more details.

Each patron is allowed 1 hour per day. If there are *three or more* computers available, the PC Cop software will allow up to two 30-minute extensions. Or, if the patron leaves after the first hour, and then returns, they will be able to use the computer for an additional hour. Either way, two hours is the maximum amount of a time a patron can use the library computers in a day.

“How do I print?” or “Why isn’t the printer working?”

Many questions with the printer involve using the printer for the first time and being unsure about each step (clicking the right print job, etc.). Coaches should walk through the printing process with the patron. For info on other problems, see Section IV. For more troublesome issues, ask the reference librarian.

“How do I save this file so I can use it later?”

- Most of the computers have floppy drives for saving, all have USB ports, and one computer has a CD burner; gradually more computers will be receiving CD-burning capabilities.
- You can also recommend that the patron save the file to the desktop, and then e-mail it to themselves.
- If the patron does not have any method of saving files and if their file is too large to be e-mailed, they can purchase a flash drive in the media department for \$10.

Other common questions

- “How do I copy and paste data?”
- “How do I calculate data in a table?”
- “Please show me the basics of Microsoft Word”
- “How do I upload / format / edit a resume”
- “How do I add attachments to e-mails?”
- “How can I find [place] on a web-based map?”
- “How do I save a file to a USB drive?”
- “What is the significance of pop-up ads?”

PC Troubleshooting

- If a computer is malfunctioning in some way, report the problem and the computer’s four-digit ‘red-rag’ number to the reference desk. If the computer is frozen, reboot the computer.
- For more serious concerns, tell the reference desk, and they will take the appropriate steps.

VI. When You Can’t Come in for Your Shift

- If you know in advance that you will miss a shift, please e-mail the rest of the coaches as soon as possible or post the date and time on the “Substitutes” list in the coaches’ office.
- You can also try calling volunteers who have indicated that they are available to fill in during the time you will not be coming in. If you are called you are in no way obligated to come in, and if you want, you can try working out an hour trade with the other volunteer.
- If you are unable to find a volunteer, call the Reference Desk to inform them that you will not be coming in. The phone number is **714-375-5109**.

Thanks!

If you have any questions about anything—rescheduling your shift, ideas for improving the program, or simply want to talk, you can contact me:

Erin Schmidt

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Appendix A: Printer Training (adapted from CMS technician training)

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- Loading paper:
 - Paper is located in the utility cabinet.
 - It will be locked, but the reference librarian has the key
 - Fill up to arrows on Green “Guides”
 - Stack the paper evenly, fan out the moisture
 - Ensure that there are no bent pages
 - Properly fit the ‘Green Guides’
 - Ensure green wheel is set to 8 ½ x 11
- Fixing Jams
 - When fixing jams, do not touch areas with caution stickers. You will get burned!
 - It is always safe to touch the green levers.
 - Jams occur in 4 locations
 - At the cartridge level
 - Behind the cartridge (remove cartridge—should be safe to touch)
 - Right under the output flap, where the paper comes out (Do not touch!)
 - Behind the printer (do not touch cartridge!)
 - To remove jams pull slowly, and pull the paper out straight (not up!)
- Misc. Errors
 - When a patron tries to print legal-sized paper the printer will jam. To correct this, turn the printer off, and then on again.
- Replacing Cartridges
 - Take old cartridge and put in recycle box
 - Indicate that the old box is used
 - Do not shake cartridges