



# HOW DO I MAKE THIS PRINT?

HELPING PATRONS WITH EVERYDAY TECH ISSUES

Mark Morton, Director Leland Township Library  
[lelandlibrary@lelandtownshiplibrary.org](mailto:lelandlibrary@lelandtownshiplibrary.org)





# APPROACH PROBLEMS WITH THE RIGHT ATTITUDE

- You don't have to be a wizard.
- Work with the patron from the approach of “we will figure this out together”.
- Ask permission before jumping in: “Is it Ok if I grab the mouse”.
- You can walk away.
  - ❖ If the problem will take too much time.
  - ❖ If it is just too technically involved for you or others on the staff.

# TECHNICALLY SPEAKING

- Look for the “easiest most obvious thing”
  - ❖ Is the O-N / O-F-F Switch in the O – N Position?
  - ❖ Does the printer have paper? Does it have Ink?
  - ❖ Is the device (iPad, Smart Phone) connected to the Internet?
  - ❖ Is the Internet working?
  - ❖ Are the head phones plugged in? Is the volume turned up?



## LET'S GET SPECIFIC

- Clear the printer cue before hitting “Print” again.
- Do your public computers have a program that erases itself between patrons, i.e. Deep Freeze or Clean Slate?
- If you restart the computer will the patron loose “everything”?
- Do your public computers have an automatic time limit?
- Do you have thumb drives available to save information on?

# “SAVE” CAN SAVE THE DAY

- Many documents and pictures may have trouble printing from the Internet.
- Save the items to the computer and then Open them using the appropriate program such as Microsoft Word, Adobe Reader or Photos.
- When you're done if your computer does not automatically erase all activity make sure to delete saved items and empty the trash.

# PASSWORDS = DANGER

- If you know a patron's password or otherwise have access to an account if something happens like a hack or identity theft you will be a suspect.
- Don't enter passwords for a patron.
- If you need to help a patron create or reset a password have them enter it and then purposefully and obviously look away.
- These rules apply to other personal information like Social Security Numbers.
- You can help a patron with the rules for a secure password to make sure their accounts are safe.



# RULES FOR SAFE PASSWORDS

- Do not use the name of a family member or pet.
- Don't have the same password for all accounts.
- Include numbers, capital letters, and symbols.
- Make it at least 12 characters long.
- Use a passphrase!

# MOST COMMON PASSWORDS 2019

- |      |           |    |            |
|------|-----------|----|------------|
| • 1  | 123456    | 11 | 1234567890 |
| • 2  | 123456789 | 12 | 123123     |
| • 3  | qwerty    | 13 | 000000     |
| • 4  | password  | 14 | lloveyou   |
| • 5  | 1111111   | 15 | 1234       |
| • 6  | 12345678  | 16 | 1q2w3e4r5t |
| • 7  | abc123    | 17 | Qwertyuiop |
| • 8  | 1234567   | 18 | 123        |
| • 9  | password1 | 19 | Monkey     |
| • 10 | 12345     | 20 | Dragon     |

## OTHER THINGS TO BE AWARE OF:

- Thumb drives can carry viruses.
- Email attachments can be very dangerous.
- Be wary of letting outside devices onto your staff network.
- You can help patrons avoid scams by listening to what they are trying to do.

# PUBLIC WI-FI

- Do you have a public Wi-Fi policy that users have to agree to before they can access the internet?
- If user are having trouble signing on with a Windows based device have them go to a website that does not have a sign in such as “[lelandlibrary.org](http://lelandlibrary.org)”

# YOUR EQUIPMENT MATTERS

- Routers/Firewalls
- Wireless Network
- Computers, Keyboards and Mouse
- Printers
- Scanners
- Fax