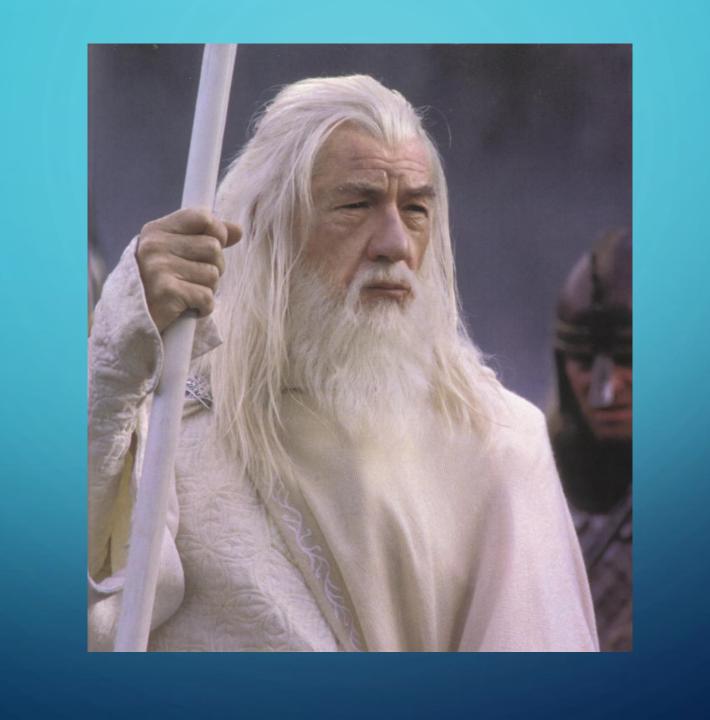
HOW DO I MAKE THIS PRINT?

HELPING PATRONS WITH EVERYDAY TECH ISSUES

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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 your 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 lnk?
 - Is the device (iPad, Smart Phone) connected to the Internet?
 - \$\displaystyle \tag{\text{ls 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	gwe	rty	13	()	0	0	O	0	0	

• 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"

YOUR EQUIPMENT MATTERS

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