# Computers and Electronic Resources

This class is presented by the Public Library Academy and sponsored through a grant from IMLS.

# Introductions

Tell us about yourself! What is your name? Where do you work? What is your job title?

Feel free to share a little about your learning goals for this class or some details to help us get to know you a little better.

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# Class Objectives

- Use an e-resource to perform an effective search
- Perform basic troubleshooting on library computers
- Analyze search engine results

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# E-Resources

# Basic Searches

**Good or Bad?**

- Good morning, Google. Please tell me if the painter, sculptor, and inventor Leonardo DaVinci owned any pets. Thank you!

- Cat fish

- Glass repair shops Oklahoma

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# Advanced Searching Online

To get more relevant search results, utilize:

- Filters
- Boolean operators

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# EBSCO Databases & Digital Prairie

https://digitalprairieok.net/discover/

# EBSCO Searching

# EBSCO Scavenger Hunt

Locate your EBSCO database on Digital Prairie and complete the scavenger hunt to learn how to navigate EBSCO

# Troubleshooting

# Troubleshooting Detective Work

- Identify and specifically define the problem

- Try to reproduce the issue

- Notice when the problem occurred

- Search for a solution and test it

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# Basic Troubleshooting Solutions

- Restarting

- Inspect cables

- Verify settings

- Check for updates

- Task manager/force stop

- Clear cache

- Uninstall/reinstall

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# Troubleshooting Practice

During lunch, an unsupervised poltergeist snuck in and messed with all your computers! Practice your troubleshooting skills to get them all working properly again. Don't be afraid to ask your neighbors for help.

# More Practice

- Scenario 1: Two students come in needing to print some pictures for a school presentation tomorrow. They found the perfect pictures on the library's public computer, but say that they are unable to get them to print.

- Scenario 2: A customer is trying to watch a video on one of the public computers, but they are not getting any audio through their headphones.

- Scenario 3: The wireless keyboard on your staff computer has stopped working. You thought that the batteries might be dead, so you replaced them. However, it is still not fixed.

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# Digital Literacy

# Evaluating Websites
## CRAAP criteria

- Currency

- Relevance

- Authority

- Accuracy

- Purpose

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# Evaluating Websites

- Fake or real?
- On what are you basing your decision?

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# Algorithms in Searching

- Search engines collection information to prioritize your search results based on your:
  - Search/browser history
  - Location
  - Language
  - Device
  - Personal information

# Internet Safety

- Phishing – Emails or messages pretending to be from a credible person/organization that ask for personal information or money

- Viruses – Malicious code that replicates itself and changes how the computer/program works

- Malware – Software specifically designed to gain access or damage a computer system

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# Predictive Text Game

- I think that we should all...

- I wonder when humanity

- It smells a bit like

- Twenty-four hours is not enough time to

- Okay, here's the thing:

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# Class Evaluation



**bit.ly/CERfy23**

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# Log Attendance



1. Write your name on your certificate
2. Visit **bit.ly/3PWYm0H**
3. Fill out the form and upload a picture of your certificate

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# Thank you!

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