

Library Lines by Chelsea Roy, Adult Services Librarian

Technology is great, however, it can occasionally be intimidating, especially with how rapidly devices are developing and how often the news seems to discuss hackers and phishing schemes. Having a general foundation for using technology is a great way to boost confidence and enjoy the benefits technology brings. Practice definitely makes perfect when it comes to tech. The more you use it, the more natural and intuitive it becomes.

Local libraries often offer tech assistance and are happy to help conquer and tackle your technology woes whether you are brand new to the tech game or not! We love to help with everything from setting up email accounts to navigating a new cell phone.

If you'd like any tech help, stop by our weekly Tech Time on Wednesdays from 11 a.m. until 1 p.m. If this time doesn't work for you, call 315-853-2038 or email Clinton@midyork.org to make an appointment!

All questions are welcome! Here are some tech questions we've helped patrons solve.

- 1) What's an eBook or eAudiobook?
 - a) An eBook refers to books in digital format intended to be read on any digital device and an eAudiobook is a downloadable audiobook that is also played through a digital device.
- 2) How do I access them?
 - a) The answer to this is easy - with the Libby app! We can walk you through putting this on your phone or other device. With the recent addition of the collection from the Chautauqua-Cattaraugus Library System, there are even more items available for borrowing. Plus, you can also get a New York Public Library card and tap their collection too. We can show you how to download the app, set up your account and access the other library systems' items.
- 3) What about my Kindle or another e-reader
 - a) Yep, we can help you with them as well. Plus, we lend out kindles if you would like to try reading a book on a device before purchasing one.
- 4) How to I use zoom for a club or meeting?
 - a) Using zoom is easy. We can help you set up an account and show you some of the tricks!
- 5) Electronic resources available on MY website.
 - a.) You can use the online catalog to search the MY library collection and request books. You can also find online resources to assist you in research and reference.
- 6) I need to scan a document to my friend. Where do I start?
 - a.) We have two scanners available for use. Our newest scanner makes uploading documents straight to your email super easy.

- 7) Can you help me set up my brand new cell phone or tablet?
 - a.) Absolutely! Stop in during our Tech Time hours or contact us to set up an appointment for help.
- 8) Oh no! I forgot my password!
 - a.) Getting locked out of a device or account is not fun. Stop by and we will work to help get you back in! We can also show you how to back up your accounts for easier recovery in the future.
- 9) How do I change fonts in an email? Or add an attachment?
 - a.) This can depend on which type of email you have. We are familiar with the various email platforms and enjoy working with you to make sure your emails work for you.
- 10) What about a group email - how can I create a contact list?
 - a) This is a great tool in email - and saves you individually entering your family's email addresses when you want to send the same message to all. We can get you set up in under 10 minutes!
- 11) Where did that download go?
 - a.) Depends on what device you are using to download. Stop by for specific instructions for your preferred device.
- 12) I'm used to Microsoft, and now I have a Mac?
 - a) Come in and we can help you make the transition.

For tech questions, or any questions really, stop or call your library. As author Neil Gaiman said, "Google can bring you back 100,000 answers. A librarian can bring you back the right one."