

Evaluation of Introduction to eBooks and eReaders Training November 1, 2011 – October 31, 2012

Description

Whether or not their library officially supports eBooks and eReaders, many librarians are approached by patrons for assistance in using and troubleshooting their devices. In response to the need to prepare librarians, the Nebraska Library Commission (NLC), through a Laura Bush 21st Century Librarian grant from the Institute of Museum and Library Services (IMLS), purchased eBook and eReader devices as student training tools with the goals that Nebraska scholarship students and librarians who participate in the training will (see **Goals and Topics**, attached):

- Learn basics of e-Reader devices through hands-on practice,
- Gain knowledge of troubleshooting approaches, and
- Gain confidence in tackling new technologies and figuring out new apps.

Building upon an October 2011 pilot workshop, NLC Technology Innovation Librarian Michael Sauers and NLC Online Services Librarian Susan Knisely conducted thirteen full-day workshops between November 2011 and October 2012. They walked participants through the ins and outs of today's eBook technology including hands-on time with a Barnes & Noble Nook, Sony Reader Touch, Amazon Kindle, and Apple iPad, along with the OverDrive eBook lending service (see **PowerPoint presentation slides** and **Tutorial handouts**, attached, and at http://delicious.com/nlc_reference/ereaders). The atmosphere was relaxed and “play” was encouraged. Class size was limited to twelve, in order to maximize participant opportunity to handle the devices. There was a waiting list on nearly all of the calendar registrations, showing demand still to be met. Participants were assessed regarding their use of and confidence with the devices, before and after the workshop. IMLS 21st Century Librarian scholarship students reported on their training in the Nebraska Librarians Learning Together Facebook forum (<https://apps.facebook.com/forumforpages/139298226089232/67d58d1b-e9ed-4dc9-929f-13b6086c55fd/0>). Participants were contacted in October 2012 to assess use of and confidence with the devices, as well as transfer of knowledge.

Grant expectations

As stated in the IMLS grant narrative:

Goal 2: Enhance and improve the technology competency and 21st century skills among program participants, and among library staff in Nebraska libraries, improving library service delivery.

Objective 2b: Project participants will actively take part in Web-based programs designed to enhance the educational experience.

Activities: Project participants, as well as the project team and other interested practitioners, will participate in periodic Webinars and other online programs designed to improve awareness of technology tools and their application in libraries and to answer questions that arise in library practice in Nebraska libraries.

Expected Results:

1. Online programming will take place on a regular basis during Years 1, 2 and 3.
2. Project participants will actively participate in at least 3 online programs.
3. Project participants will provide positive feedback concerning online program content and delivery.

Data Source and Collection: Topic-related posts in social network platform will be documented in tracking system. Data will be collected by project team in Years 1, 2 and 3.

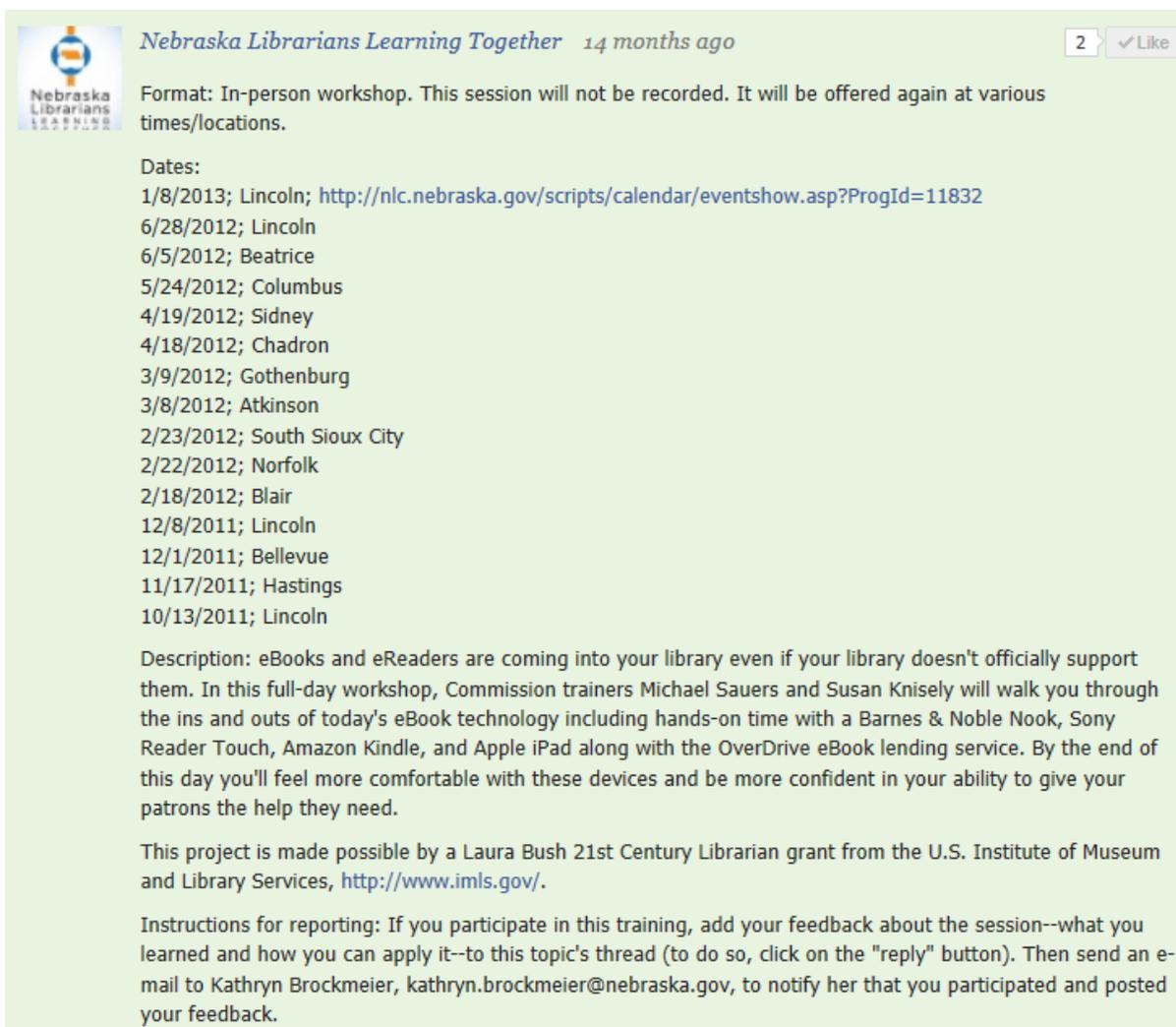
Training opportunities were expanded from online to face-to-face programming, as many in-person programs and events were found to offer educational benefits that fit this goal.

Results

The total number of participants over the course of 13 training sessions was 156 (average class size was 12). Eighteen of the participants were scholarship students. 147 (94.2%) were employed in a library. 113 (72.4%) were residing or working in rural Nebraska. There was a waiting list (total was 72) for nearly all of the workshops. Hands-on time and the troubleshooting/tutorial handouts were cited as the most effective aspects of the training. Additional sessions are scheduled for Year 3 of the project.

Training offerings, as posted in the Nebraska Librarians Learning Together Facebook forum

<https://apps.facebook.com/forumforpages/139298226089232/67d58d1b-e9ed-4dc9-929f-13b6086c55fd/0>



Nebraska Librarians Learning Together 14 months ago 2 Like

Format: In-person workshop. This session will not be recorded. It will be offered again at various times/locations.

Dates:

- 1/8/2013; Lincoln; <http://nlc.nebraska.gov/scripts/calendar/eventshow.asp?ProgId=11832>
- 6/28/2012; Lincoln
- 6/5/2012; Beatrice
- 5/24/2012; Columbus
- 4/19/2012; Sidney
- 4/18/2012; Chadron
- 3/9/2012; Gothenburg
- 3/8/2012; Atkinson
- 2/23/2012; South Sioux City
- 2/22/2012; Norfolk
- 2/18/2012; Blair
- 12/8/2011; Lincoln
- 12/1/2011; Bellevue
- 11/17/2011; Hastings
- 10/13/2011; Lincoln

Description: eBooks and eReaders are coming into your library even if your library doesn't officially support them. In this full-day workshop, Commission trainers Michael Sauers and Susan Knisely will walk you through the ins and outs of today's eBook technology including hands-on time with a Barnes & Noble Nook, Sony Reader Touch, Amazon Kindle, and Apple iPad along with the OverDrive eBook lending service. By the end of this day you'll feel more comfortable with these devices and be more confident in your ability to give your patrons the help they need.

This project is made possible by a Laura Bush 21st Century Librarian grant from the U.S. Institute of Museum and Library Services, <http://www.ims.gov/>.

Instructions for reporting: If you participate in this training, add your feedback about the session--what you learned and how you can apply it--to this topic's thread (to do so, click on the "reply" button). Then send an e-mail to Kathryn Brockmeier, kathryn.brockmeier@nebraska.gov, to notify her that you participated and posted your feedback.

Figure 1. Training sites



The following two questions were posed prior to the session:

1. How comfortable do you feel in using the following devices to download and read books and other reading material?

	Very comfortable	Comfortable	Somewhat comfortable	Not very comfortable	Not at all comfortable	I've never used one	No response	Total
Barnes & Noble Nook	11 7.05%	17 10.90%	19 12.18%	22 14.10%	9 5.77%	71 45.51%	7 4.49%	156
Sony Reader Touch	3 1.92%	5 3.21%	8 5.13%	24 15.38%	10 6.41%	99 63.46%	7 4.49%	156
Amazon Kindle	15 9.62%	11 7.05%	19 12.18%	26 16.67%	4 2.56%	74 47.44%	7 4.49%	156
Apple iPad	10 6.41%	12 7.69%	17 10.90%	22 14.10%	10 6.41%	78 50.00%	7 4.49%	156

Number of participants who had never used any of the four devices: **41 (26.3%)**

2. How confident are you in your ability to help others use the following devices to download and read books and other reading material?

	Very confident	Confident	Somewhat confident	Not very confident	Not at all confident	I've never used one	No response	Total
Barnes & Noble Nook	13 8.33%	11 7.05%	18 11.54%	23 14.74%	20 12.82%	62 39.74%	9 5.77%	156
Sony Reader Touch	3 1.92%	6 3.85%	15 9.62%	19 12.18%	21 13.46%	85 54.49%	7 4.49%	156
Amazon Kindle	12 7.69%	11 7.05%	22 14.10%	24 15.38%	15 9.62%	65 41.67%	7 4.49%	156
Apple iPad	9 5.77%	9 5.77%	20 12.82%	23 14.74%	22 14.10%	66 42.31%	7 4.49%	156

The following five questions were posed after the training session:

1. How comfortable do you feel in using the following devices to download and read books and other reading material?

	Very comfortable	Comfortable	Somewhat comfortable	Not very comfortable	Not at all comfortable	No response	Total
Barnes & Noble Nook	36 23.08%	64 41.03%	46 29.49%	3 1.92%	0 0.00%	7 4.49%	156
Sony Reader Touch	23 14.74%	56 35.90%	53 33.97%	13 8.33%	2 1.28%	9 4.49%	156
Amazon Kindle	26 16.67%	60 38.46%	54 34.62%	9 5.77%	0 0.00%	7 4.49%	156
Apple iPad	38 24.36%	62 39.74%	44 28.21%	6 28.21%	0 0.00%	6 3.85%	156

Among those who had used a particular device prior to the training, *comfort level with the devices increased after the training* in all but six (6) instances. Of the 78 individuals who had familiarity with the Nook, 56 (73.7%) reported an increase in comfort level, and 19 (25.0%) remained at the same comfort level. Of the 50 individuals who had familiarity with the Sony Reader, 39 (83.0%) reported an increase in comfort level, and 8 (17.0%) remained at the same comfort level. Of the 75 individuals who had familiarity with the Kindle, 46 (63.9%) reported an increase in comfort level, and 22 (30.6%) remained at the same comfort level. Of the 71 individuals who had familiarity with the iPad, 56 (82.4%) reported an increase in comfort level, and 11 (16.2%) remained at the same comfort level.

2. How confident are you in your ability to help others use the following devices to download and read books and other reading material?

	Very confident	Confident	Somewhat confident	Not very confident	Not at all confident	No response	Total
Barnes & Noble Nook	29 18.59%	48 30.77%	60 38.46%	11 7.05%	0 0.00%	8 5.13%	156
Sony Reader Touch	17 10.90%	44 28.21%	65 41.67%	18 11.54%	0 0.00%	12 7.69%	156
Amazon Kindle	22 14.10%	50 32.05%	62 39.74%	13 8.33%	0 0.00%	9 5.77%	156
Apple iPad	36 23.08%	43 27.56%	53 33.97%	16 10.26%	0 0.00%	8 5.13%	156

Among those who had used a particular device prior to the training, *confidence in ability to help others with the devices increased after the training* in all but seven (7) instances. Of the 85 individuals who had previous familiarity with the Nook, 64 (75.3%) reported an increase in confidence, and 17 (20.0%) remained at the same level. Of the 64 individuals who had previous familiarity with the Sony Reader, 58 (90.6.0%) reported an increase in confidence, and 6 (9.4%) remained at the same level. Of the 84 individuals who had previous familiarity with the Kindle, 60 (71.4%) reported an increase in confidence, and 21 (25.0%) remained at the same comfort level. Of the 83 individuals who had familiarity with the iPad, 71 (85.5%) reported an increase in confidence, and 11 (13.3%) remained at the same level.

3. The best part of today's training:

During content analysis of the responses to this question, several themes emerged:

Themes	# of times mentioned
Nature of the training (e.g. hands-on, trying out, using, working with, playing with, use of, availability of, practice on, speed-dating, downloading)	113
Information (e.g. history / background information / compare and contrast / troubleshooting / tips & tricks / Q&A)	32
Deliverables (e.g. handouts, slides, exercise sheets)	15
Trainer qualities	14
Camaraderie (interaction between participants and with trainers)	14
Increase in confidence, comfort level	6

Sample comments:

It was helpful to try out the different devices and having handouts is appreciated.

Exchange of ideas, hands-on experience.

The patience, enthusiasm, and humor of Michael and Susan clearly show for their craft.

Being able to try 4 different types of readers. Having 2 people to answer questions was very helpful.

The help sheets for each device ... the experience from other librarians ... having all devices available at one time.

I liked the history lesson and the speed dating.

Everything, presented step by step so it was extremely easy to follow.

Overall look at OverDrive mechanics; hands-on "play" with unique devices; doing downloads

Great opportunity to compare and contrast ereaders and I was glad to get a better understanding of Overdrive.

Playing with devices, access to presentation slides online

I enjoyed the hands-on training because I can use my experience with the ereaders to help patrons get what they want.

Ease for getting individual questions answered - informal presentations, friendliness of presenters.

Discussion on issues around ereaders and libraries. I had basic info. This filled in the many gaps.

Discussions with other school librarians about the how's, why's and why not's of eReaders in schools. Also, seeing how each device works and hearing others' experience.

Trying them all out myself was great - practice papers with step-by-step are fantastic!

There were so many great parts! I felt fairly comfortable with a couple devices before, but now I feel very confident and I feel like I'll have some troubleshooting tricks up my sleeve!

I knew almost nothing about e-readers and e-books. Explaining things and then getting to try these readers. A good presentation. Lots of questions answered. Where we can find help.

How easy it is to use the devices once you try it. Very good information.

Feedback from scholarship students in the Nebraska Librarians Learning Together Facebook forum



Brian Maass 11 months ago

1 Like

****This training was given again 12/1/2011 at Bellevue Public Library by Michael Sauers and Susan Knisely.****

I attended the NLC's eBooks and eReaders seminar on Dec 1 at the Bellevue Public Library. I learned how to use and troubleshoot the 4 most common eReaders – Kindle, Nook, Sony Reader and iPad. We also practiced downloading eBooks from the Overdrive system used by over 100 libraries in Nebraska. The hands on activities provide a level of confidence and knowledge of the current eBook environment.

Even though I am a technology person and a big reader, I had not taken the time to investigate eReaders yet. This class covered all the basics and provided me enough information that I feel I could support patrons who have questions about any of these devices or similar ones. I also was able to set up Overdrive on my Android phone for use through my local public library.



Willa Garay 11 months ago

1 Like

I attended the training on 12/5/2011 at the Nebraska Library Commission. Although I often use use Overdrive to put put audiobooks on my I-pod touch. I have not yet explored the downloadable ebooks or ebook readers. I know from my time at Lincoln City Libraries that more and more patrons are coming into the library with questions about using their ebook readers. With this training, I feel confident that I understand the download process for the I-pad, Sony, Kindle and Nook, and how these devices work in general. The hands on time with the devices priceless (and fun). I know that this training will make me that much more marketable when I apply for public library positions.



Naomi Solomon 10 months ago

1 Like

I attended this training on 12-1-11 at Bellevue Public Library. My favorite part of the training was the hands-on experiences and written tasks detailed for trying out the devices. This training, combined with my own personal eBook and audio book downloads from Overdrive, help me feel very comfortable with the steps needed to enjoy a great read. It was nice to see the stark differences in features between the four different types of eReaders & tablets, and I now know what I'd purchase if I wanted to make the investment. The history of eReaders by Michael Sauers was also pretty intriguing. Some of the key details I remember from this session are:

*If a patron asks which eReader to buy, let them know it depends on what they want to do with it. (Then, per OPL's instructions, direct them to the appropriate section of Consumer Reports.)

*It only takes a little bit of knowledge on one or a few devices to know the general steps needed to download books onto newer models and other brands of eReaders.

*We can always call or email Susan Knisely for big troubleshooting questions!

Since the training, I have checked out a Sony eReader (same model as from the NLC training) from Omaha Public Library, refreshed myself on the different capabilities of the device, and started a few great books. I feel very lucky to have access to these trainings and these devices!



Dana Still 8 months ago

1 Like

I attended this training in Blair on February 18th. We have so many patrons coming in wanting help with their e-readers, and with so many different brands on the market I did not feel comfortable helping them. But, after taking this hands on class I feel much more confident in providing help to our patrons. Thank you to Susan Knisely and Michael Sauers for such a wonderful class!



Monica Porter Tidyman 8 months ago

1 Like

I attended the eReader training at Blair Public Library on 2-18-12. I had the experience of subbing at our local library the week after Christmas and helped a couple people set up new eReaders, but I felt like I was winging it. After attending this training I wish I could find those people and make sure everything is working properly!

The main thing I came away from this training with was that if you know how to use one eReader fairly well, you can figure out the others pretty easily. When a patron brings an eReader to you that you haven't used before, see what they can tell you about it and then go from there. (Learning the special features of my son's eReader was nice too!)

Learning how to use OverDrive was invaluable. My son and I kind of self-taught ourselves how to use OverDrive and that was about a year ago. Learning all the tips and hints of how to download books properly was great. Also, Susan sharing her troubleshooting advice with us was awesome and now we know who to call with any further questions!

I had so much fun meeting the other scholarship students and past classmates. It was nice to be able to put faces with names and see where everyone is. We were also able to discuss classes with each other and get advice on what's coming. Overall, it was a fun, informative day and I can't wait to do it again!



Chip Watchorn 8 months ago

1 Like

I recently attended the e-reader training at the Blair Public Library on February 18th. It was very well put together and very informative. The fact that the instructors brought in so many different varieties of e-readers to learn on was a great help.

I had not used an I-pad, a Sony e-reader, or a Kindle. I had quite a bit of knowledge already about the Nook. I felt that the training was very valuable and up to date. After my time with the instructors, I feel comfortable using any of the readers that we were exposed to. I will definitely be able to help others to use their new readers.

We also had a great session with how to use Overdrive Library in conjunction with the readers. It was interesting to see the apps that are available for some of the different readers. It makes it very easy to use the Overdrive Library.



Nancy Cople 8 months ago

1 Like

I attended the training in Blair, NE on Feb. 18th. I found the information to be very up to date and the trainers were just awesome...very knowledgeable. When I went to work the day after the training there was an e-mail for staff from our IT person telling the staff about the new kindle app for iphones and ipad which was something we had been told about at the training so I informed the IT what the trainers had told us about not using the app and still needing to download from OD epub. He had me send an updated email to the staff with this information. Without this training we wouldn't have known this.:)

I haven't had very much experience with any of the e readers so this was a wonderful way to get hands on experience on 4 different types of ereaders during the training.



Dana Still 8 months ago

1 Like

I had to think about how I would share what I learned from this class with my co-workers. I am going to present at our next staff meeting, having available the handouts that were given to us and also provide the links to the slide presentations that Susan and Michael sent to us.



Tracy Tibbels 8 months ago

1 Like

I attended the training in Blair last week (2/18/12), and I was absolutely THRILLED with the experience! I hadn't really had much experience with e-readers other than my own Kindle Fire, but I feel like I'm a pretty quick learner. There was a multitude of information given at the training, but as some other attendees have mentioned, once you kind of figure one reader out, the other ones are pretty similar.

I just wrapped up my practicum and am not currently employed in a library, so I won't have a chance, for a while, to help patrons with their e-readers. I'm chomping at the bit to use my new knowledge!!! One thing (that seems SO simple now) that I found incredibly crucial to the questioning process (in trying to assist patrons with their downloads) is whether or not they've got an Adobe ID. Even though my Kindle Fire doesn't utilize the ePub format, I went ahead and downloaded Adobe Digital Editions to my laptop and created an Adobe ID, so that I could at least say I've gone through those processes--it helps me explain it better to someone else, if I can say I myself have done it.

Susan and Michael did a great job! Thanks so much for a terrific day!



Dorothy Schultz 8 months ago

1 Like

I attended the Blair workshop (2/18/12) it was great, Michael and Susan were very knowledgeable and presented a very well rounded presentation. I really liked the hands-on time with the different E-Readers. Learning about the Adobe ID and hearing about Amazon and Penguin Pub. made me feel a little more knowledgeable when patrons come into the library asking questions about the E-Readers. What was really nice I was able to go back to the library and provide information to my co-workers and share my copies of the different E-Readers we received at the workshop.

The other part of the workshop I really liked also was getting a chance to meet people who I had become familiar with by name from either this facebook site or from on-line library classes. Getting to put a face to the name was fun. It was an informational & fun day, Thanks Blair Public Library for being a great host -can't wait to do this again.



Libby Merritt Munsell 5 months ago

1 Like

I attended the Introduction to Ebooks and Ereaders training session on 5/24/12 and it was a great experience! I was not very comfortable with navigating and using the ereaders before the session, but now I am comfortable helping patrons with their questions and problems. We talked about the Nook Color, Amazon's Kindle, the Ipad, and the Sony Ereader. I learned how each Ereader is different from and similar to one another. We were also able to discuss Nebraska Overdrive and the content that they provide to library patrons. If all else fails when answering questions, it's great to know that there is help on the Overdrive website, ereader forums, and within the network of librarians.

I specifically enjoyed the hands-on portion of the training session. Watching a demonstration and going through the device myself was a totally different experience. It is easier for me to remember how to work with the ereaders when I practice navigating through the ereader personally. Thanks, Michael and Susan for such a wonderful learning experience!



Dixie Codner 3 months ago 1 Like

I attended the eBook, eReader training session on June 28 at the Nebraska Library Commission. Susan and Michael are so knowledgeable about the different eReaders and were a great help. My knowledge about these products was pretty much nonexistent. I work at an academic library and we don't offer eBooks yet. But they are coming soon and now I feel like I can help students with their questions concerning their eReaders. I was also introduced to Overdrive and finally felt comfortable checking out books from my local library using my own device (Kindle Fire). The hands-on session was great. I can't wait to put my knowledge to work. Thanks for the training session!

Posts captured November 20, 2012

Trainer 1 feedback

After reviewing my comments from a year ago, I would say that they are still accurate. Due to other obligations on the part of both trainers we have gone for several months without offering the training. We are now in the process of starting to gear up again for more training, and the challenge that faces us is the need to revise handouts and course content due to technological changes. In addition to a new version of Adobe Digital Editions software, the OverDrive Media Console app is now available for more devices than in the past (Nook Color and Kindle Fire). Both these changes necessitate changes to handouts, demos, and hands-on exercises. We are also taking this opportunity to de-emphasize some of the content that we didn't feel was as crucial to students – namely reading functionality such as highlighting, bookmarking, annotating, etc., which many people won't use.

I would say that this past year one of the largest challenges was keeping up with changes in the eBook/eReader landscape. The change in how to get Penguin books checked out from OverDrive onto a Kindle definitely required us to update our class mid-stream. I think we also found ourselves talking more about – and getting better at talking about – the eBook/Publisher landscape and how it impacts content availability and functionality through services such as OverDrive.

Trainer 2 feedback

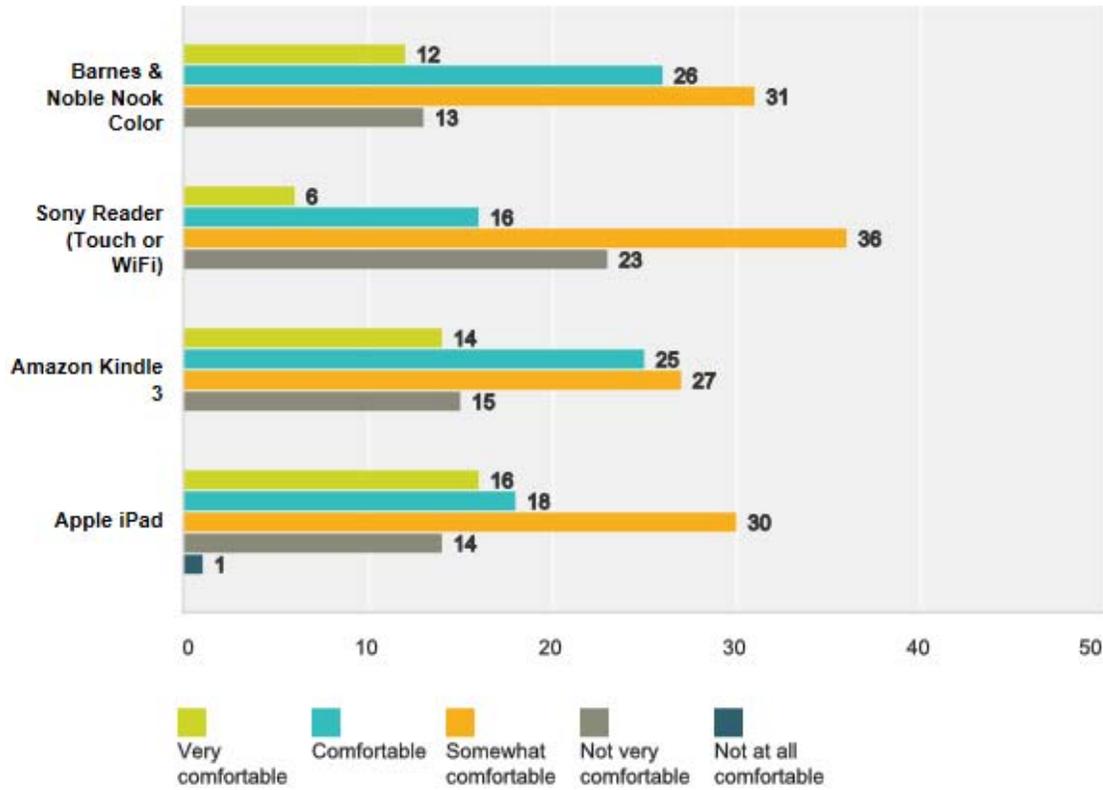
Overall I feel that the classes to this point have been a success and everyone has left them with many more needed skills than they had coming in. At this point Susan and I are working on revising the workshops for the next round. However, this has been easier said than done since both Overdrive and eReader technologies are currently changing more than they have in the recent past and integrating these changes has been more difficult than expected. We've got a plan, and we're sure that all will work out in the end.

(Continued)

Follow-up survey results

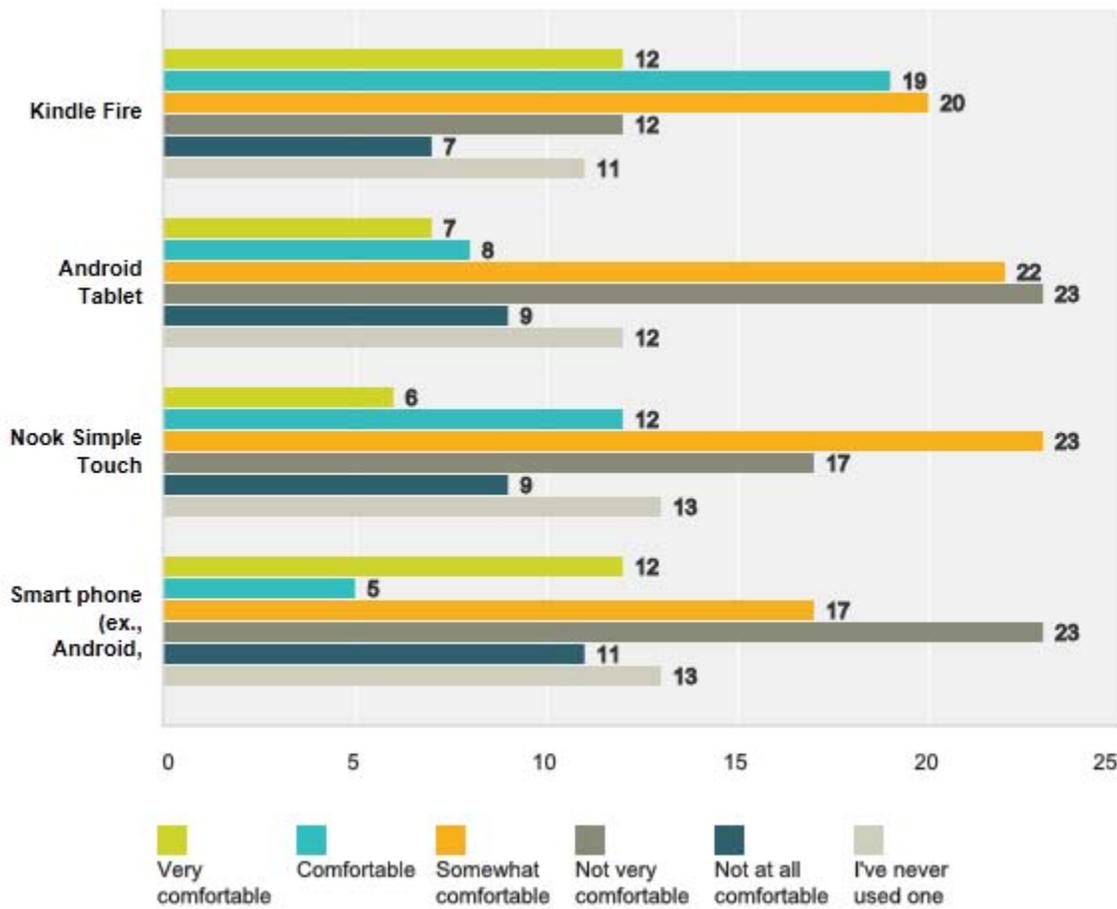
Attendees were invited to complete a follow-up survey via an e-mail invitation sent out to nearly all 156 individuals on October 30, 2012. The response rate was 53.6%, with 82 respondents.

Q1. You were trained on the use of the following devices. How comfortable do you feel today in using the following devices to download and read books and other reading material?



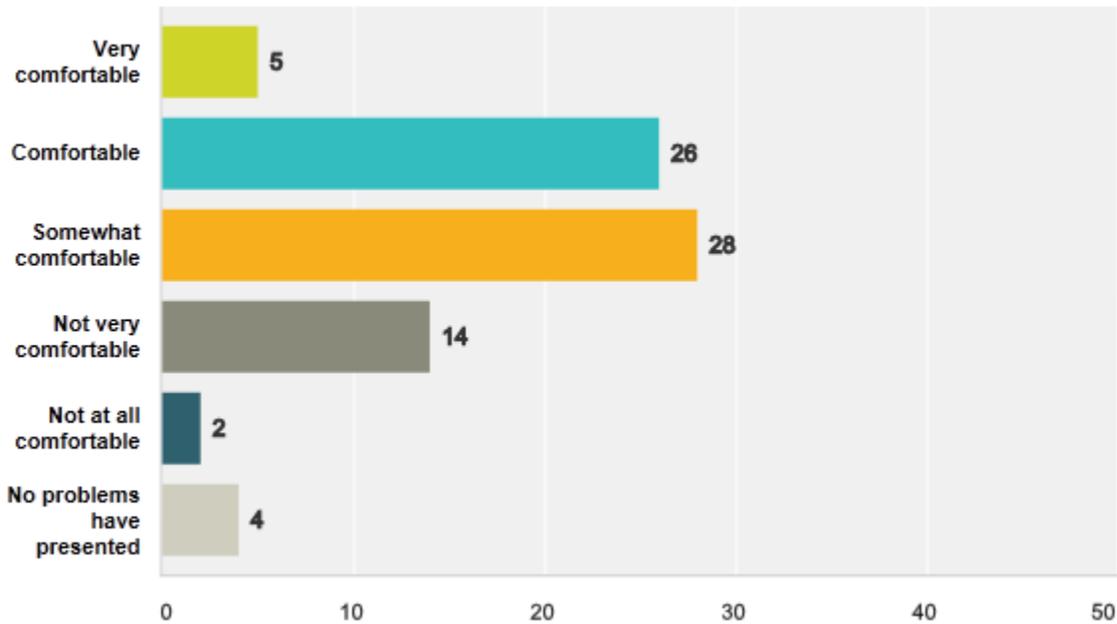
	Very comfortable	Comfortable	Somewhat comfortable	Not very comfortable	Not at all comfortable	Total
Barnes & Noble Nook Color	14.63% 12	31.71% 26	37.80% 31	15.85% 13	0% 0	82
Sony Reader (Touch or WiFi)	7.41% 6	19.75% 16	44.44% 36	28.40% 23	0% 0	81
Amazon Kindle 3	17.28% 14	30.86% 25	33.33% 27	18.52% 15	0% 0	81
Apple iPad	20.25% 16	22.78% 18	37.97% 30	17.72% 14	1.27% 1	79

Q2. Here are some devices on which you did not receive formal training during the workshop. How comfortable do you feel today in using the following devices to download and read books and other reading material?



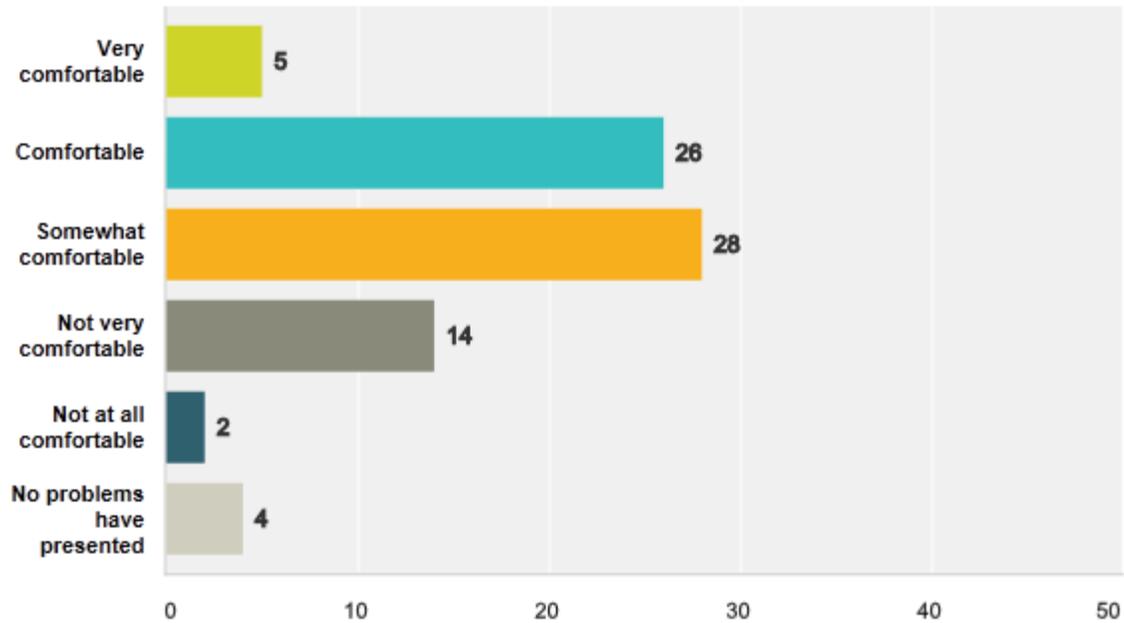
	Very comfortable	Comfortable	Somewhat comfortable	Not very comfortable	Not at all comfortable	I've never used one	Total
Kindle Fire	14.81% 12	23.46% 19	24.69% 20	14.81% 12	8.64% 7	13.58% 11	81
Android Tablet	8.64% 7	9.88% 8	27.16% 22	28.40% 23	11.11% 9	14.81% 12	81
Nook Simple Touch	7.50% 6	15% 12	28.75% 23	21.25% 17	11.25% 9	16.25% 13	80
Smart phone (ex., Android, Apple iOS, Windows)	14.81% 12	6.17% 5	20.99% 17	28.40% 23	13.58% 11	16.05% 13	81

Q3. Has the background knowledge you gained in class helped you better explain the eBook "landscape" to patrons? If Yes, could you please describe an instance in which you used that knowledge to explain or clarify an issue to a patron, co-worker, or classmate? (Some examples... why not all bestsellers are available; the role publishers play in availability of particular books; the role of Digital Rights Management; the pros and cons of different devices; not all books are available as eBooks)



Answer Choices	Responses
Very comfortable	6.33% 5
Comfortable	32.91% 26
Somewhat comfortable	35.44% 28
Not very comfortable	17.72% 14
Not at all comfortable	2.53% 2
No problems have presented themselves	5.06% 4
If possible, please describe an instance which required you to troubleshoot, and how it turned out: (27) Expand	
Total	79

Q4. Now that you've had eBook/eReader training, how comfortable are you troubleshooting problems?



Answer Choices	Responses
Very comfortable	6.33% 5
Comfortable	32.91% 26
Somewhat comfortable	35.44% 28
Not very comfortable	17.72% 14
Not at all comfortable	2.53% 2
No problems have presented themselves	5.06% 4
If possible, please describe an instance which required you to troubleshoot, and how it turned out: (27) Hide	

22 responses with a specific instance of troubleshooting and the result:

Yes Most of the problems have been with logging in due to user and id issues. One instance was that the patron simply disappeared from our database. After exploring, we re-entered her and all is well. One instance was not being able to get on at all -- by trying again later she got in okay.
11/10/2012 10:55 AM [View respondent's answers](#) [Categorize as...](#) ▼

Yes Most of the time I get questions on the individual reader. It takes me awhile to work with it to figure out why they are having problems or I ask a lot of questions. Patrons walk into the library, wanting instant "problem solve". Sometimes I run off work books heets that we used in in the training class. I find they are more detailed in the process and the patrons have discovered the missing step.
11/3/2012 11:52 AM [View respondent's answers](#) [Categorize as...](#) ▼

Yes I have helped with very basic problems such as getting started; but have not been faced with anything too complicated. Most people seem to have very little trouble using Overdrive after the first time or two.
11/1/2012 2:23 PM [View respondent's answers](#) [Categorize as...](#) ▼

Yes I usually call Susan Knisley & ask her.
11/1/2012 1:55 PM [View respondent's answers](#) [Categorize as...](#) ▼

Yes I was able to show a patron how to return a book. She could not remember how to do it.
11/1/2012 12:01 PM [View respondent's answers](#) [Categorize as...](#) ▼

Yes I was with helping another co-worker where we were trying to help a patron her Nook was all messed up when she tried to download a book. We had to go through the company to try to troubleshoot it took some true investigating ended up the Nook had kind of froze up on her and basically had to clear its gears. (per say)
11/1/2012 11:47 AM [View respondent's answers](#) [Categorize as...](#) ▼

Yes A patron's granddaughter had downloaded several games on her Kindle Fire. She was afraid to start using Overdrive because of all the game activity. We were able to help her delete the games she did not want to use and taught her how to use Overdrive.
11/1/2012 10:42 AM [View respondent's answers](#) [Categorize as...](#) ▼

Yes I had a patron come in and couldn't figure out how to turn on her kindle...it was a simple problem I admit, but the patron was thrilled to learn how to turn on her device.
11/1/2012 9:18 AM [View respondent's answers](#) [Categorize as...](#) ▼

Yes I have helped a few patrons and I basically just keep trying things until I get it figured out.
10/31/2012 5:24 PM [View respondent's answers](#) [Categorize as...](#) ▼

Yes A patron was unable to connect their Kindle to internet from the library. He was a new user so we were anxious to get him started. Through trial and error (and after about 3 hours of trying to connect his Kindle to our internet) we discovered that a KinderLink Modem password is necessary the first time you connect from our facility. This bit of knowledge will be a big help to us in the future.
10/31/2012 3:43 PM [View respondent's answers](#) [Categorize as...](#) ▼

Yes We have done troubleshooting over the phone and in person. Most of the time, we can solve the patron's problem, but we have referred Nook owners to a Barnes & Noble store once or twice.

10/31/2012 12:21 PM [View respondent's answers](#) [Categorize as...](#) ▼

Yes Downloading book to Kindle Fire. Patron had way too many windows open so the Fire could barely respond. Had to go into settings and assist in closing windows. Patron was very unfamiliar with the technology. Had to illustrate the "gentle touch" to the screen.

10/31/2012 9:20 AM [View respondent's answers](#) [Categorize as...](#) ▼

Yes A patron had trouble because they constantly got a message to sync their MP3 in order to hear their audio books. I found with Susan's help that you have to download in MTP mode for WMA audio books.

10/31/2012 9:13 AM [View respondent's answers](#) [Categorize as...](#) ▼

Yes A patron was unable to download books on a kindle & I kenw to explain to them that they needed an Amazon account.

10/31/2012 8:42 AM [View respondent's answers](#) [Categorize as...](#) ▼

Yes A patron came in and said she downloaded an ebook and it wasn't working, so after we talked and looked up the proposed book she downloaded we found out that it was an audiobook and her device wouldn't play an audiobook.

10/30/2012 5:25 PM [View respondent's answers](#) [Categorize as...](#) ▼

Yes Helping a patron figure out why she couldn't return an item. It was an audio file.

10/30/2012 5:04 PM [View respondent's answers](#) [Categorize as...](#) ▼

Yes Helped a patron delete an ebook from her Kindle after it had expired on Overdrive.

10/30/2012 4:49 PM [View respondent's answers](#) [Categorize as...](#) ▼

Yes We have patrons coming in with all different types of devices and since we had hands on training with several different ones, we are able to help them with them. People are impressed that we know how to do it!

10/30/2012 4:41 PM [View respondent's answers](#) [Categorize as...](#) ▼

Yes Since we do not own any devices ourselves, it is difficult to explain them to others. So far we have not felt that we want to spend budget on devices for this purpose. Perhaps that is wrong, but we have many other devices to care for and that takes plenty of time for a 2-woman operation.

10/30/2012 3:22 PM [View respondent's answers](#) [Categorize as...](#) ▼

Yes I have the best results if the library member brings in their eReader and their laptop and we start at the beginning working through the steps to check out an OverDrive eBook.

10/30/2012 3:11 PM [View respondent's answers](#) [Categorize as...](#) ▼

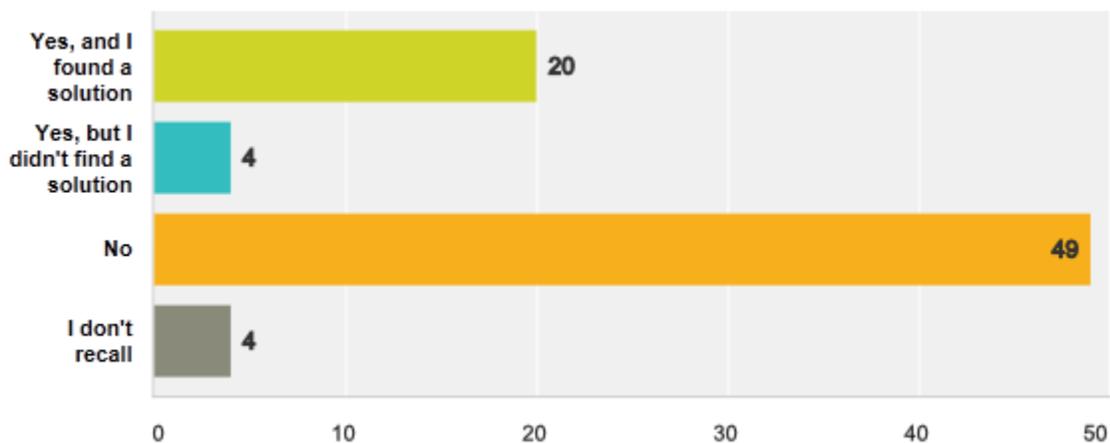
Yes Very soon after the e-reader training, people were asking me questions about Overdrive about once a week. One woman was having a hard time finding the e-book that she just put on her device. I asked her what device she was using and assumed that she wasn't looking in the right place. If I remember right, the Nook puts the book in a My Documents or My files folder instead of with previously purchased books. Her problem was fixed and she could read her e-book.

10/30/2012 3:02 PM [View respondent's answers](#) [Categorize as...](#) ▼

Yes I get the most issues when people have different devices and they don't understand why there are different ways to get an item off of OverDrive and different other providers of eBooks. I have also had to show people how to delete history if they are trying to download an eBook for the second time.

10/30/2012 2:39 PM [View respondent's answers](#) [Categorize as...](#)

Q5. Specifically, have you done a Google or similar search for an OverDrive issue?



Answer Choices	Responses
Yes, and I found a solution	25.97% 20
Yes, but I didn't find a solution	5.19% 4
No	63.64% 49
I don't recall	5.19% 4
Please comment (optional) (13) Expand	
Total	77

8 responses regarding a search:

Yes I have only ever needed to search on overdrive itself to fix an issue, not google or a search engine

11/1/2012 11:03 PM [View respondent's answers](#) [Categorize as...](#)

Yes sometimes when not sure why it want load or says error.

11/1/2012 11:47 AM [View respondent's answers](#) [Categorize as...](#)

Yes Many question are answer by just googling. I have let patrons to this whenever they can not contact the library during hours.

10/31/2012 1:45 PM [View respondent's answers](#) [Categorize as...](#)

Yes I also talked to OverDrive staff to solve a patron problem, but they had not had the issue reported yet, and they had no answer.

10/31/2012 12:21 PM [View respondent's answers](#) [Categorize as...](#)

Yes I searched for the answer to the sync message problem.

10/31/2012 9:13 AM [View respondent's answers](#) [Categorize as...](#)

Yes A patron was having trouble downloading a book & I was able to direct them to Overdrive help & we were able to resolve her problem.

10/31/2012 8:42 AM [View respondent's answers](#) [Categorize as...](#)

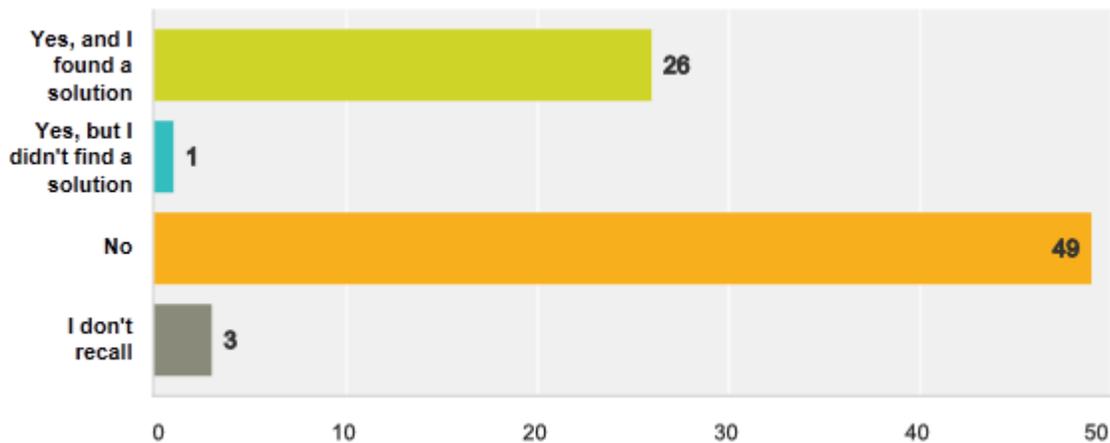
Yes Patron had trouble getting app on a tablet and we did a search to help her out.

10/30/2012 4:41 PM [View respondent's answers](#) [Categorize as...](#)

Yes I like to use YouTube videos.

10/30/2012 3:11 PM [View respondent's answers](#) [Categorize as...](#)

Q6. Specifically, have you done a Google or similar search for an eReader device issue (not related to OverDrive)?



Answer Choices	Responses
Yes, and I found a solution	32.91% 26
Yes, but I didn't find a solution	1.27% 1
No	62.03% 49
I don't recall	3.80% 3
Please comment (optional) (12) Expand	
Total	79

10 responses regarding a search:

Yes Our College purchased a large number of iPads of which the libraries ordered 3. We received them with no manuals and very little directions. I used Google and found what I think is the online manual for the iPad that I have. Part of my problem is that I don't know if I have an iPad 2 or 3 -- it lacks adequate labeling which is probably Apple's fault.

11/5/2012 5:27 PM [View respondent's answers](#) [Categorize as...](#) ▼

Yes Googled information regarding a kindle issue. How to delete books from device after book was automatically returned. Solution was quickly and easily found.

11/1/2012 2:23 PM [View respondent's answers](#) [Categorize as...](#) ▼

Yes My kindle fire froze and I was able to find the reason and what to do to solve it.

11/1/2012 12:01 PM [View respondent's answers](#) [Categorize as...](#) ▼

Yes same kind of issues on errors or want load. Google is a good way to search for clues or answers.

11/1/2012 11:47 AM [View respondent's answers](#) [Categorize as...](#) ▼

Yes I have searched on comparison of devices for patrons looking to purchase a device. I have searched for information to use in teaching eReader classes.

11/1/2012 10:42 AM [View respondent's answers](#) [Categorize as...](#) ▼

Yes A police officer was unable to open a specific format & I did a google search and was unable to give him a program that would work with his android & overdrive. SUCCESS!! YIPPEE!!

10/31/2012 8:42 AM [View respondent's answers](#) [Categorize as...](#) ▼

Yes I have recently fielded the question about what type of eReaders or tablets are good for children. I did some Internet research but ultimately ended up telling the interested party the pros and cons of the devices that I know about and how it would be a decent idea to get one of those for a child so that they could be prepared to live and function in the 21st society.

10/30/2012 3:43 PM [View respondent's answers](#) [Categorize as...](#) ▼

Yes The new tablets are the current challenge.

10/30/2012 3:11 PM [View respondent's answers](#) [Categorize as...](#) ▼

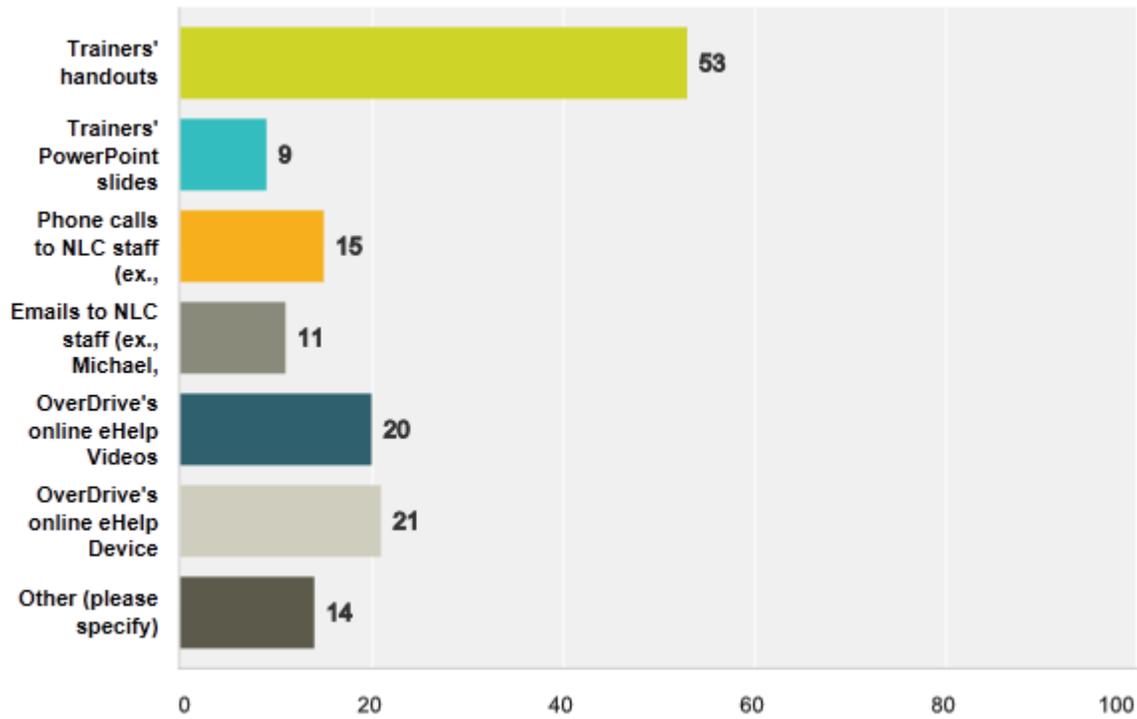
Yes Not completely sure, but lots of help with Google and YouTube in assisting me with a problem.

10/30/2012 2:49 PM [View respondent's answers](#) [Categorize as...](#) ▼

Yes Had to do with locking students out of the store but that wasn't possible with our kindles.

10/30/2012 2:43 PM [View respondent's answers](#) [Categorize as...](#) ▼

Q9. Have you referred to any of the following resources since the training?



Answer Choices	Responses
Trainers' handouts	81.54% 53
Trainers' PowerPoint slides	13.85% 9
Phone calls to NLC staff (ex., Michael, Susan, Devra)	23.08% 15
Emails to NLC staff (ex., Michael, Susan, Devra)	16.92% 11
OverDrive's online eHelp Videos	30.77% 20
OverDrive's online eHelp Device Resource Center	32.31% 21
Other (please specify) Expand	21.54% 14
Total Respondents: 65	

Q9. Closing thoughts about the training you received, what more you'd like to learn since your training, or questions you have for the trainers?

The training was great. Always helps get our thoughts and fears in order.

I found the training to be helpful, but overwhelming at the time. I am glad that notes were provided. I would like to learn about using the app store. We don't have much support from our IT in regards to asking questions about equipment.

I liked the hands on. The instructors did a great job. It's a hard thing to teach, especially all those devices in one day! I'm not sure if the history of all those e-readers related to the class or helped my understanding at all though.

I was very pleased with the training, as I had no prior knowledge of eBooks or eReaders. Most of our patrons find the Overdrive system very easy to navigate after using it a time or two. We receive very positive feedback.

The handouts were very helpful. We incorporated information from them to develop handouts for our patrons

I thought it was fun and interesting. I really liked the hands on aspect of the training session. Since this technology is always updating and changing I'd love to attend a follow up training about these devices.

I really liked that class; thought it helped me a lot since I have only used a Sony eReader. Would like to take a refresher sometime soon.

Maybe just yearly hands-on reviews, and then hands-on work with the newer versions of eReaders.

After two staff went through the initial training, several other staff were sent for the same training. All thought it was worthwhile, and subsequent sessions improved upon the maiden training session.

Before I took the training, I thought we could have a class for eReaders including all devices. I learned at the training that my idea was not very practical and now, after working with patrons, I am in total agreement. There are so many different devices and a wide range of understanding of the technology that I feel individual training is needed. So many of our patrons that have received eReaders are not technologically savvy and we are finding they need individual attention. Most have very little experience with technology and have little understanding of their device and the process of downloading items. Handouts have proven very helpful but those must be very simple to understand and give step by step instructions. As far as what else we need to learn from trainers, I am at a loss to say. Just to have available help aids as the technology changes will be great.

I feel confident in my understanding of the download process for the I-pad, Sony, Kindle and Nook, and of how these devices work in general. The hands on time with the devices was priceless (and fun). I know that this training will make me that much more marketable when I apply for public library positions.

It was very helpful. Susan always provides thoughtful, thorough training and as always Michael is entertaining.

Just need to be kept informed about the new ereaders and new services the library can provide for them.

Very good as an overview. Kept the handouts to use if necessary.

I think I just need to have time (and the devices available) to work with them so I don't forget all the things we covered in the training.

I believe the training was helpful as it gave me some general knowledge about these devices especially since I do not own one.

The training was very valuable but there are so many new devices it is a constant challenge to be prepared.

I had this training last winter. At that time, I was only subbing part time at a library. Now, almost a year later, I wish I could go through the training again to refresh myself. I plan on watching the PowerPoint today as I know a customer is coming in with a question that I think was covered in the training.

I liked it. They were as clear as they could be, and we got to actually use the items, which was very good.

Very good indeed!

I appreciate the handouts from the training ... since I can refer to them when needed.

The training was good. It helped me know what devices were available and how they work with eBooks.

The training that I attended was very useful and If I had a question come up I felt more comfortable searching out the answers or calling the Commission for help. As for more training I would enjoy training on any new devices as they become available either a hands on training or a video training.

E-mail invitation to complete follow-up survey

Sent: Tuesday, October 30, 2012 2:25 PM
Subject: Please complete a survey about your NLC eBook/eReader training

Dear Introduction to eBooks and eReaders attendee:

A little or even quite some time has passed since you attended an **eReader/eBook training** provided by the Nebraska Library Commission, facilitated by Susan Knisely and Michael Sauers. Because the training was funded by the Institute of Museum and Library Services, NLC is now in the process of completing an annual report which will include information about these trainings.

Please take a few minutes to bring us "up to speed" with where you're at since your training. Your participation in this online survey and your feedback is much appreciated! Here's the link:
<https://www.surveymonkey.com/s/SZKQGPV>.

I'd like to gather as many responses as possible by *Monday, Nov. 5*. If you have questions about this survey, please contact me.

Thank you,
Kathryn Brockmeier

Survey instrument, via SurveyMonkey



This project is made possible by a grant from the U.S. Institute of Museum and Library Services

eBook/eReader Training Follow-up

A little or even quite some time has passed since you attended an **eReader/eBook training** provided by the Nebraska Library Commission, facilitated by Susan Knisely and Michael Sauer. Because the training was funded by the Institute of Museum and Library Services, NLC is now in the process of completing an annual report which will include information about these trainings.

Please take a few minutes to bring us "up to speed" with where you're at since your training. Your participation in this survey and your feedback is much appreciated.

If you have questions about this survey, please contact Kathryn Brockmeier, kathryn.brockmeier@nebraska.gov.

1. You were trained on the use of the following devices. How comfortable do you feel today in using the following devices to download and read books and other reading material?

	Very comfortable	Comfortable	Somewhat comfortable	Not very comfortable	Not at all comfortable
Barnes & Noble Nook Color	<input type="radio"/>				
Sony Reader (Touch or WiFi)	<input type="radio"/>				
Amazon Kindle 3	<input type="radio"/>				
Apple iPad	<input type="radio"/>				

2. Here are some devices on which you did not receive formal training during the workshop. How comfortable do you feel today in using the following devices to download and read books and other reading material?

	Very comfortable	Comfortable	Somewhat comfortable	Not very comfortable	Not at all comfortable	I've never used one
Kindle Fire	<input type="radio"/>	<input type="radio"/>				
Android Tablet	<input type="radio"/>	<input type="radio"/>				
Nook Simple Touch	<input type="radio"/>	<input type="radio"/>				
Smart phone (ex., Android, Apple iOS, Windows)	<input type="radio"/>	<input type="radio"/>				

3. Has the *background knowledge* you gained in class helped you better explain the eBook "landscape" to patrons? If Yes, could you please describe an instance in which you used that knowledge to explain or clarify an issue to a patron, co-worker, or classmate? (Some examples... why not all bestsellers are available; the role publishers play in availability of particular books; the role of Digital Rights Management; the pros and cons of different devices; not all books are available as eBooks)

4. Now that you've had eBook/eReader training, how comfortable are you troubleshooting problems?

- Very comfortable
- Comfortable
- Somewhat comfortable
- Not very comfortable
- Not at all comfortable
- No problems have presented themselves

If possible, please describe an instance which required you to troubleshoot, and how it turned out:

5. Specifically, have you done a Google or similar search for an OverDrive issue?

- Yes, and I found a solution
- Yes, but I didn't find a solution
- No
- I don't recall

Please comment (optional)

6. Specifically, have you done a Google or similar search for an eReader device issue (not related to OverDrive)?

- Yes, and I found a solution
- Yes, but I didn't find a solution
- No
- I don't recall

Please comment (optional)

7. Please provide one or more examples of a situation where you provided formal or informal staff training in using the eReader devices we covered in training.

8. Please provide one or more examples of a situation where you provided customer service in using the eReader devices we covered in training.

9. Have you referred to any of the following resources since the training?

- Trainers' handouts
- Trainers' PowerPoint slides
- Phone calls to NLC staff (ex., Michael, Susan, Devra)
- Emails to NLC staff (ex., Michael, Susan, Devra)
- OverDrive's online eHelp Videos
- OverDrive's online eHelp Device Resource Center
- Other (please specify)

10. Closing thoughts about the training you received, what more you'd like to learn since your training, or questions you have for the trainers?

11. Please provide the following contact information:

Name:

Library where you work (if applicable):

Email Address:

Thank you for your feedback!

E-Reader Training Goals and Topics

Goals for students:

- To learn basics of e-reader devices through hands-on practice
- To gain knowledge of troubleshooting approaches
- To gain confidence in tackling new technologies and figuring out new apps

Minimum topics to cover in class

- Discuss overall common features of e-reader devices—storytelling
- Discuss resources for help/tips in learning about individual devices and finding solutions for issues
- Discuss common problems and solutions in using devices
 - Work with Susan on this
- Discuss basic steps for first-time users of OverDrive; talk about commonalities with other services—Susan will do this part of the training session
- Hands-on practice—set up four laptops to each work with one device; students can double or triple up and rotate between laptops
 - Create “cheat” sheets for turning on and off, finding files, etc.
 - Provide practice exercises such as:
 - Turning device on and off
 - Looking through menus/files/settings/books
 - Opening, paging through, closing, returning, deleting books
 - Checking out books in OverDrive—if Internet connection will be a problem, also pre-load books on each laptop
 - Transferring book from Adobe Digital Editions to device
 - Searching for solution to common issue with each particular device
 - Other ideas—talk with Susan
 - Even if OverDrive doesn't currently work with a device, it doesn't mean that we ignore the fact that people will ask librarians for help in getting their Amazon books
- Limit the time that instructors spend in lecture, focus on storytelling and scenarios and spend more time on practice.

Resources

Nook Color Handout

<http://www.slideshare.net/nebraskaccess/nookhandout>

Sony Reader Touch Handout

<http://www.slideshare.net/nebraskaccess/sonyreadertouch>

iPad Handout

<http://www.slideshare.net/nebraskaccess/i-pad-handout>

Kindle 3 Handout

<http://www.slideshare.net/nebraskaccess/kindle-handout-10433864>

A brief history of eBooks & eReaders PowerPoint Slides

<http://www.slideshare.net/nebraskaccess/history-of-e-books-ereaders>

OverDrive: A digital download service for libraries / Troubleshooting tips & resources PowerPoint Slides

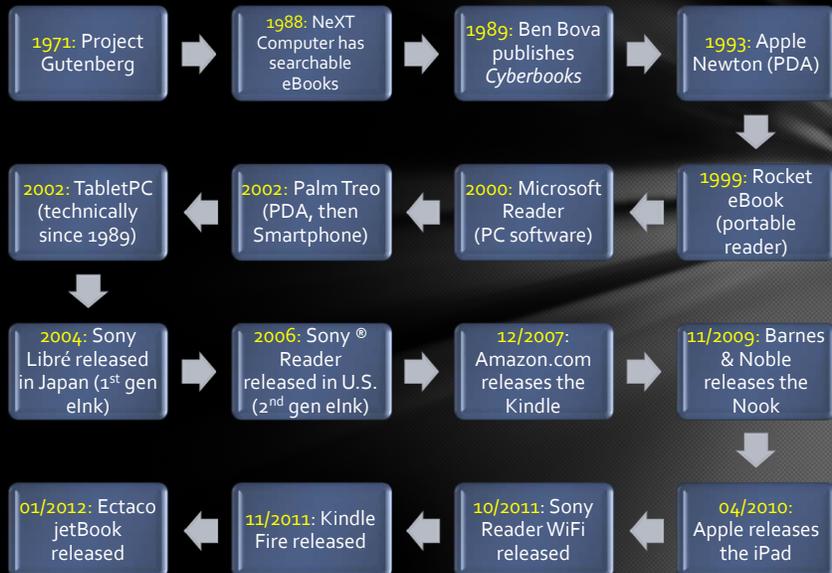
<http://www.slideshare.net/nebraskaccess/e-readertrainings>

PowerPoint Presentation 1

A Brief History of eBooks & eReaders v3.5

*Michael Savers
Technology Innovation Librarian
Nebraska Library Commission*

A brief history of eBooks



PowerPoint Presentation 1

1971: Project Gutenberg

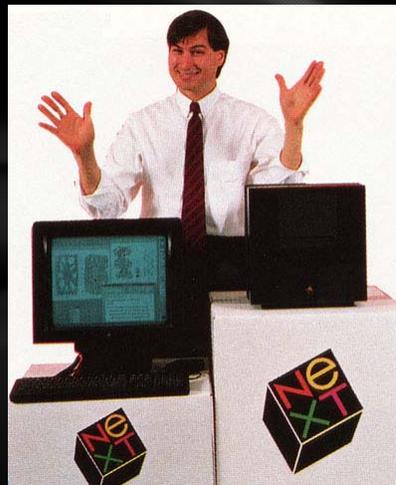
- Started with the U.S. Constitution typed into a mainframe
- Now contains over 30,000 free e-texts in multiple DRM-free formats



3

1988: NeXT Computer

- First computer to include searchable eBooks.
- Oxford Shakespeare & Oxford Dictionary of Quotations



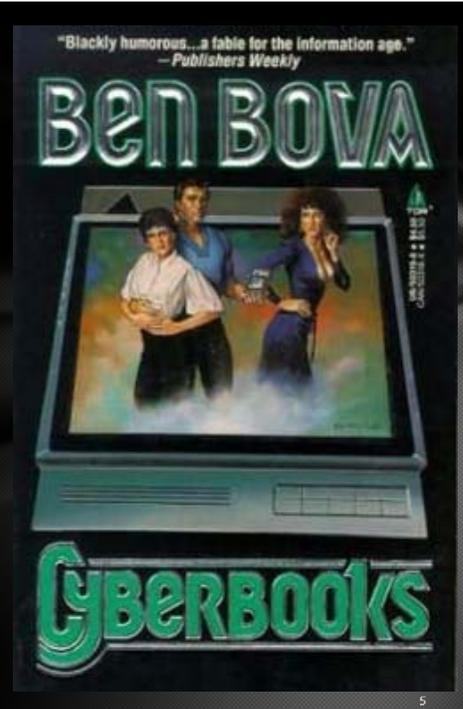
4

2

PowerPoint Presentation 1

1989: *Cyberbooks*

- Foresaw the current state of eReaders
- Predicted the “end of publishing as we know it”



1993: Apple Newton

- The first “Personal Digital Assistant”
- “Newton Books”
- Suspended in 1998



PowerPoint Presentation 1

1999: Franklin EB-500 Rocket eBook

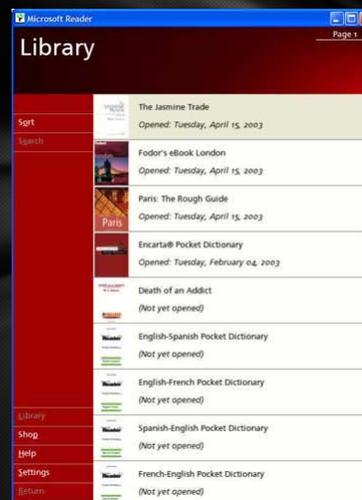
- Ergonomic, ambidextrous design, about the size of a paperback
- Weighs only 22 ounces
- Stores about 4,000 pages--the equivalent of 10 novels
- Speech-quality audio for documents published with audio content
- Long battery life--17 to 33 hours per charge



7

2000: Microsoft Reader

- PC eBook reading software
- ClearType technology
- Annotations
- Pan & Zoom
- Highlighting
- Dictionary
- Battery life dependent on platform (desktop vs. laptop)
- Suspended in 2012



8

4

PowerPoint Presentation 1

2002: Palm Trēo

- Mobipocket Reader software
- Download content over the air (OTA)
- Desktop sync
- Annotation
- Highlighting
- Dictionary
- Software compatible with devices other than the Treo



2002: TabletPC

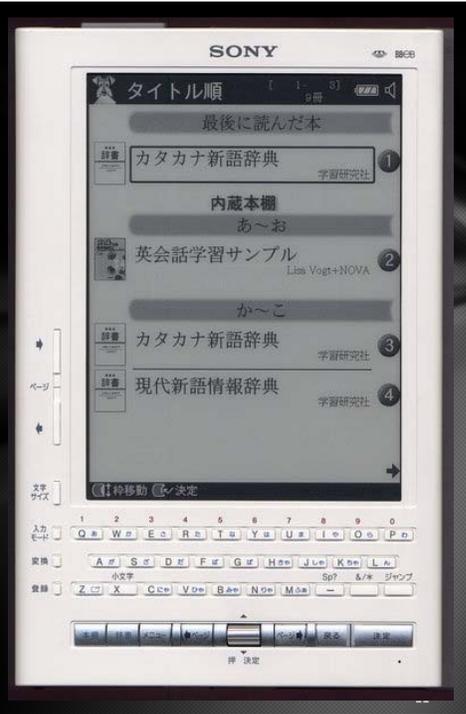
- Used in combination with Microsoft Reader software
- Promoted as a "reader" due to ability to easily convert screen to portrait mode



PowerPoint Presentation 1

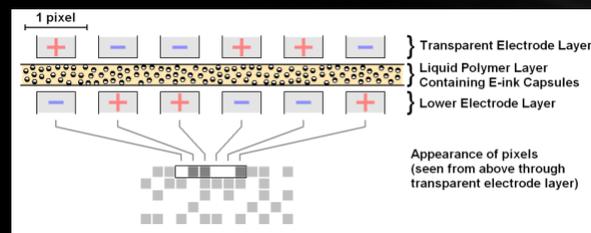
2004: Sony Libré

- First eInk-based device
- AAA batteries
- Available only in Japan



What is "eInk"

Content is not drawn, but "charged"



170 Pixels Per Inch (PPI)

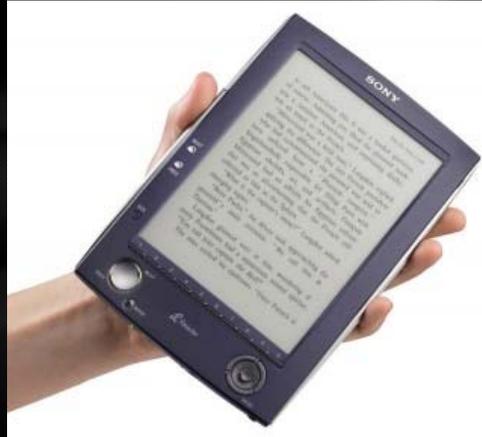
Newspaper quality

Does not need power to hold a display, only to change it.

PowerPoint Presentation 1

09/2006 eReader PRS-500

- Display
 - eInk / non-backlit
 - 800x600 resolution
 - Rotatable
 - 4-level grayscale
 - Three text sizes
- 64MB built in storage
- SD/Memory Stick card slot
- USB data transfer
- Approximately 7,500 page turns per charge
- Approx. 90z



SONY

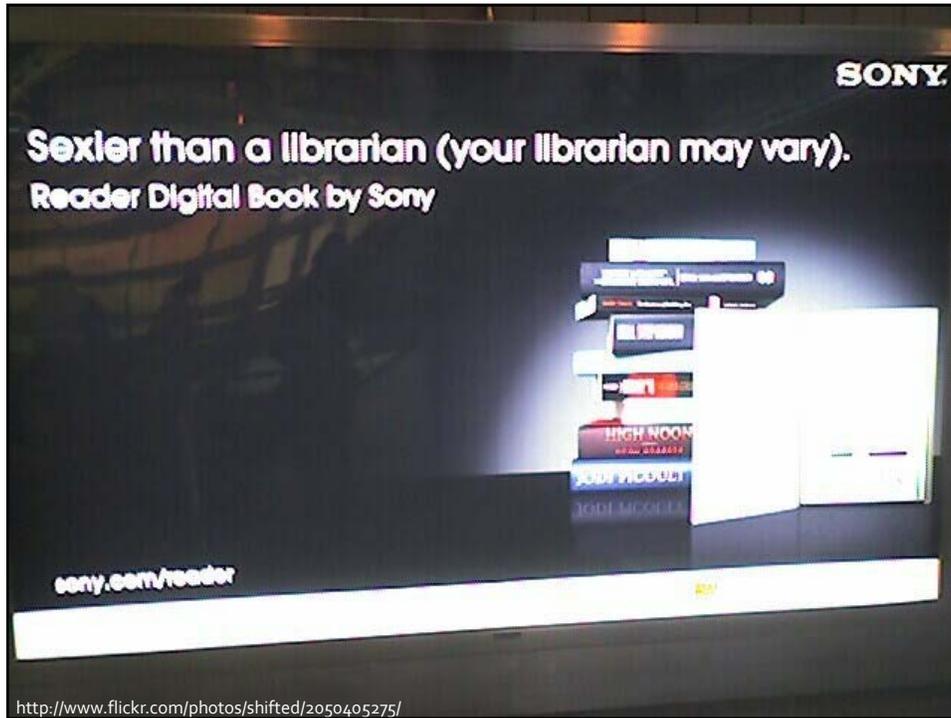
**Sexier than a librarian.
The Reader. From Sony.**

 A photograph of the Sony PRS-500 eReader in its dark, textured carrying case. The case is open, and the eReader is visible on the right side, with its screen displaying a page of text. The Sony logo is visible on the top of the device. The background is dark with a blue gradient.

sony.com/reader

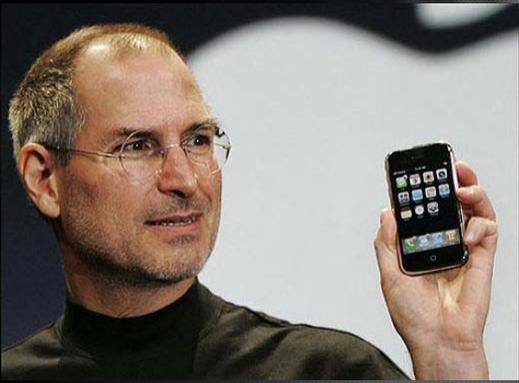
<http://www.flickr.com/photos/shifted/1240167805>

PowerPoint Presentation 1



06/2007: iPod Touch / iPhone

- Not an explicit eBook device
- Multiple reader software packages available
 - Stanza
 - Kindle
 - Barnes & Noble
 - eBook apps
- Backlit non-eInk display



A photograph of Steve Jobs holding an iPhone. He is wearing his signature black turtleneck and glasses. The iPhone is held in his right hand, and the screen displays the classic iOS home screen with various app icons.

26

PowerPoint Presentation 1

12/2007: Sony PRS-505

- Minor improvements over the PRS-500
- 8 levels of grayscale
- Redesigned controls
- Additional memory card slot



12/2007: Amazon Kindle

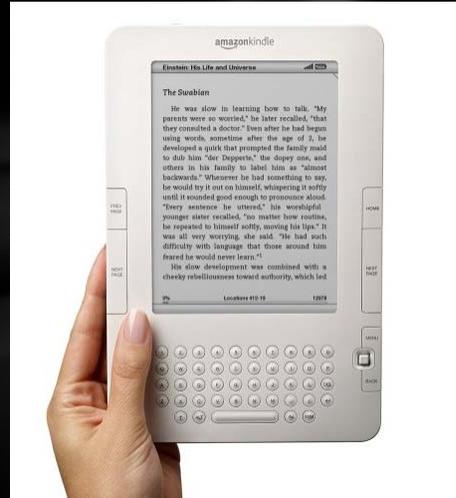
- 6" screen
- 200-title storage
- Download wirelessly via "whispernet" (EVDO)
- QWERTY Keyboard
- Ability to add notes to text
- Basic Web access



PowerPoint Presentation 1

02/2009: Kindle 2

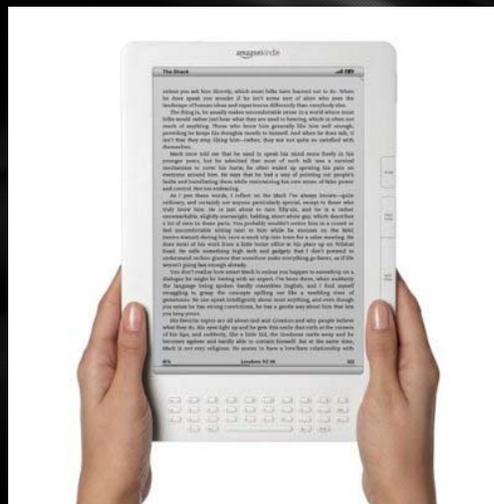
- Redesigned controls
- **WiFi added**
- 1500-title storage
- **16 levels of grayscale (eInk Pearl)**
- 20% faster page refresh
- **Text-to-speech option**
- 9.1mm thick



-9

06/2009: Kindle DX

- **9.7" screen**
- Automatic screen rotation
- 8.5mm thick
- 3500-title storage
- Designed for text-book market



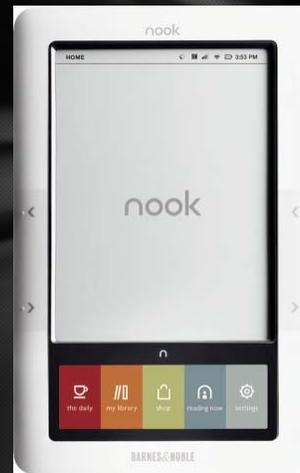
20

10

PowerPoint Presentation 1

11/2009: Barnes & Noble Nook

- 6" eInk display and 3.5" color control display
- 12.10Z
- **Android 1.5**
- **Can share a book once with another person for up to two weeks**



21

04/2010: Apple iPad

- **iBooks app included**
- Kindle app available
- "text-to-voice" via VoiceOver
- 1.5lbs
- 9.7" backlit glossy screen
- Automatic screen rotation
- WiFi and/or 3G
- 9+ hours of battery life depending on Internet connectivity used

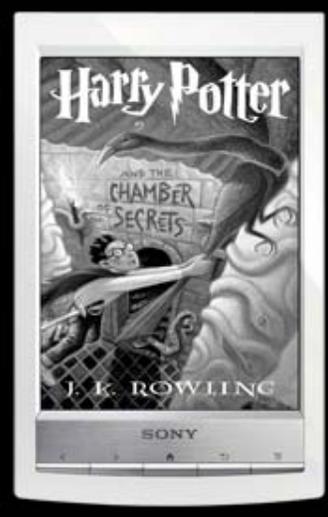


11

PowerPoint Presentation 1

10/2011: Sony Reader WiFi (PRS-T1RC)

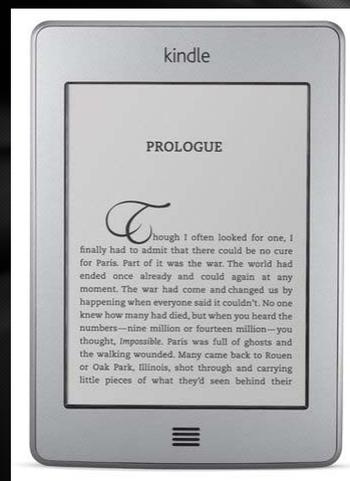
- eInk
- WiFi
- 5.9oz
- 16-level grayscale
- 6" screen
- 1.3GB internal storage
- MicroSD card slot
- **Built in OverDrive support**



25

11/2011: Kindle Touch

- 6" eInk Pearl touch display
- WiFi and/or 3G
- 4GB internal storage
- **Available with or without ads**



26

13

PowerPoint Presentation 1

11/2011: Kindle Fire

- 14.6oz
- 7" LCD touch screen
- WiFi
- 8GB internal storage
- MicroSD slot
- Android 2.3
- Amazon Silk Browser
- Amazon's competitor to the Nook color & Nook color tablet



27

01/2012: Ectaco jetBook

- 9.7" 1600x1200 display
- Color eInk display
- WiFi
- MicroSD slot
- Text-to-Speech
- 10,000 page turns
- Speech recognition and speech analysis Language Teacher and U-Learn courses
- Pictured dictionaries for 38 languages Cross translator for 180 languages

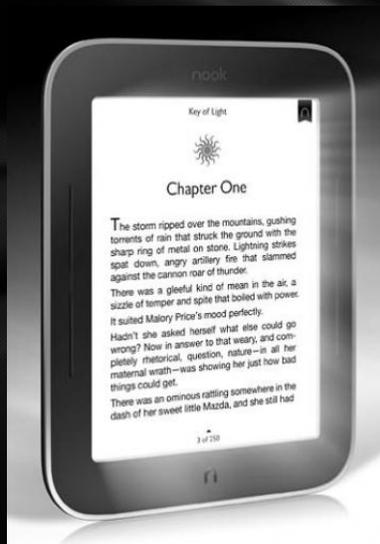


28

PowerPoint Presentation 1

04/2012: nook GlowLight

- Touchscreen eInk
- **Built-in light**
- Front-lit
- Adjustable brightness



06/2012: WEXLER. Flex ONE

- Electronic Paper Display (EPD)
- **Flexible**
- **1024x768 eInk display**
- **4mm thick**
- **3.88 oz.**



PowerPoint Presentation 1

Major eBook File Formats

ePub

- .epub
- Most common standard
- Supported by nearly every device except the Kindle
- DRM can be added to it
- Adobe DRM most common form of DRM used for ePub (.acsm)

Mobipocket

- .mobi
- Supported by many platforms
- Main format for use on the Kindle
- DRM can be added to it

Kindle

- .azw
- Amazon's proprietary format
- .mobi + DRM

31

Major eBook File Formats (cont'd)

PDF

- .pdf
- Common standard
- Supported by most devices
- DRM can be added to it
- Adobe DRM most common form of DRM used for PDF (.acsm)
- Best format for highly-formatted documents
- Ability to adjust display of the content (zoom, reflow text, adjust display coloring) is limited on most devices.

32

PowerPoint Presentation 1

Thank You!

Michael Sauers

michael.sauers@nebraska.gov

<http://travelinlibrarian.info/>

<http://delicious.com/travelinlibrarian/ebooks>

CC BY-NC 3.0

The Nebraska Library Commission

PowerPoint Presentation 2

OverDrive: A digital download service for libraries

Introduction to eBooks & eReaders

Susan Knisely
Online Services Librarian
Nebraska Library Commission

What is OverDrive?

- A leading distributor of downloadable eBooks, audiobooks, and other digital content to libraries.
- Service used by over 100 Nebraska public libraries to provide downloadable digital content to their patrons:
 - Lincoln City Libraries
 - Omaha Public Library
 - Nebraska OverDrive Libraries Group (134 members)

1

PowerPoint Presentation 2

What eBook file formats are available through OverDrive?

- Adobe EPUB
- Adobe PDF
- Open EPUB
- Open PDF
- Kindle

How Does OverDrive Work?

- **Search/browse** customized website for content.
- **Sign in** to check out content.
- **Download** Adobe EPUB and PDF eBooks to a computer that already has Adobe Digital Editions (ADE) software loaded on it.
 - **Transfer** Adobe EPUB and PDF eBooks to an eReader using Adobe Digital Editions software (both computer and eReader must be authorized with the same Adobe ID.)
- **Download** Adobe EPUB eBooks directly to supported mobile devices using mobile version of OverDrive Media Console (OMC app) + Adobe ID.
- **Get** Kindle-format eBooks through your Amazon account.

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What do patrons need in order to use OverDrive eBooks?

- Library card from participating library.
- Internet access.
- Device on which to read eBooks:
 - Desktop or laptop computer (PC or Mac)
 - Dedicated eBook reader (B&N Nook, Sony Reader, Kobo, Kindle)
 - Mobile device (Android, BlackBerry, iPhone/iPad/iPod Touch, Windows Phone 7)

What do patrons need (cont.)

- Free Software*
 - Adobe Digital Editions (PC/Mac)
 - OverDrive Media Console App (mobile devices)
- Adobe ID*
 - Associated with free Adobe Account

* Doesn't apply to Kindle-format eBooks

PowerPoint Presentation 2

What is Adobe Digital Editions?

- Free software that can be downloaded to a PC or Mac and used to acquire, manage and read DRM-protected eBooks.
- Supports EPUB and PDF formats.
- Supports content portability via an Adobe ID
 - Authorize up to six computers / devices with an Adobe ID in order to transfer content between them.

Note: If you are using Adobe Digital Editions software, authorized with an Adobe ID, to transfer eBooks to an eReader, you will need access to your OWN computer!

What is OverDrive Media Console?

- Free software available from OverDrive in desktop and mobile versions.
 - Desktop version required to download OverDrive audiobooks to a computer and transfer them to a portable audio device.
 - Mobile version (OMC app), **authorized with an Adobe ID**, required to download EPUB eBooks directly to mobile devices.

PowerPoint Presentation 2

What about Kindles?

- Kindle E-reader owners DON'T need and CAN'T use:
 - Adobe Digital Editions software
 - OverDrive Media Console software
 - An Adobe ID
- Kindle E-reader owners DO need:
 - An Amazon account
 - Access to a computer with Internet access
- Kindle Fire owners:
 - Don't need access to a computer
 - May choose to download the OverDrive Media Console app

The Challenge of eBooks

- eBooks are both similar to and different than print books, which makes it difficult to manage expectations and avoid misperceptions on the part of patrons.

REQUIRED: A PARADIGM SHIFT

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How are OverDrive eBooks Similar to Print Books?

- One Book — One User
- Limit on checkout period / number of titles you can checkout.
- Patron can place hold on title that is checked out and get notified when title is available.

How are OverDrive eBooks different than print books?

- OverDrive eBooks are available 24/7!
- OverDrive eBooks return themselves on their due date.
 - No late books and no overdue fines, but...
 - No option to keep books out past their due dates in order to finish them in exchange for paying fines



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Differences Between Virtual & Physical Browsing

- When patrons virtually browse an OverDrive collection they see not only the books that are available to checkout, but also all the books that are not available to check out.
 - *"Everything is checked out!"*
 - *"Every book I want to read has holds on it."*
- When patrons physically browse a print collection they don't see the books that are already checked out.



Differences in Breadth & Depth of Coverage

- Nebraska libraries have been building their print collections for years, whereas they began building their OverDrive eBook collection in July 2010. Therefore, these collections are NOT going to be comparable in terms of breadth and depth of coverage!
- Limited budget for eBooks.
- Not every book is available to buy through OverDrive.



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Solutions

- Librarians need to be familiar enough with the service to counter/overcome some of these perceptions!
 - A few titles have a lot of holds, but the majority of titles have one or zero holds.
 - Don't just look at # of holds; also look at # of copies.
 - Use the Advanced Search screen to identify titles that are available for immediate checkout.
 - Make sure patrons are aware of the publisher problem.

Demo

<http://nebraska.lib.overdrive.com>

PowerPoint Presentation 2

Troubleshooting tips & resources

Introduction to eBooks & eReaders

Susan Knisely
Online Services Librarian
Nebraska Library Commission

Traits needed to troubleshoot eReader/eBook questions



Do you need to be a Techie?
No! Absolutely not!

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Confidence

- Just because you have “no clue” when the patron presents their problem to you, doesn’t mean you can’t discover clues and ultimately solve the mystery.



Perseverance

- Be prepared for multiple exchanges with the patron and multiple exchanges with tech support, and **PREPARE PATRON FOR THIS!**
 - *“I have to go to work now but I will be back at 9:30 tonite and I will hope to see the latest thing I should try. It's like a treasure hunt with clues along the way. We're getting closer, I can feel it.”*
-- a patron I was helping with download problems
 - *“So as my favorite 8th grade teacher would have said.... 'If at first you don't succeed - - - suck some more seeds.’”*
-- the same patron after we solved her problem

Listening Skills

- The more eReader/eBook tech support you do, the better you will get at picking up clues based on what you hear AND **WHAT YOU DON'T HEAR!**



- *I checked out an Adobe EPUB book through OverDrive and it downloaded as a .acsm file, not as an .epub file...*
- *I located the book I downloaded in the My Digital Editions folder on my computer, and I used Windows Explorer to move it to my eBook reader.*
- *I can see the books I purchased through B&N on my Nook, but I can't see my OverDrive book.*

Questioning Skills

- Have you successfully downloaded eBooks from this service before? Using the same equipment?
- Have you downloaded Adobe Digital Editions (or the OverDrive Media Console app)?
- Have you created an Adobe ID and authorized your computer and/or device?
- What type of computer/eReader/mobile device are you using?

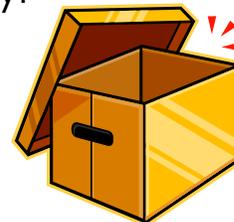
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Questioning Skills (cont.)

- What type of file are you trying to download?
- Would you provide me with your library card number so I can login to your account?
- Can I walk you step by step through the process so I can try to pinpoint at what point you begin having problems?
- Can you share with me the exact text of any error message you are receiving?

Willingness to look outside the box

- Are download problems related to Internet access problems?
- Did a publisher send a corrupt file to OverDrive?
- No identifiable reason for difficulty?
Delete the files and try again...



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Where to look for Help

OverDrive device/format questions are best answered using OverDrive online resources:

- eHelp
 - OverDrive Help
 - Videos
 - My Help wizard
 - Device Resource Center
 - Digital Books Tour

Where to look for Help



PowerPoint Presentation 2

Where to look for Help

- MobileRead Forums
www.mobileread.com/forums
- B&N Community
bookclubs.barnesandnoble.com
- NookBoards
www.nookboards.com/forum/index.php
- nookTalk
nooktalk.net
- Sony Reader Forum
www.sonyreaderboards.com/forums/
- Adobe Digital Editions Help
www.adobe.com/products/digitaleditions/help/

OverDrive Support

Login to Content Reserve (<http://secure.contentreserve.com>)
→ Support Tab → "Contact Library Support" button.

- Library card number / pin (if used)
- Title and format of problem media
- Steps to reproduce the problem
- Exact text of any error messages
- Applicable software (ADE, OMC, iTunes)
- Operating system (Mac® OS 10.6.5, Windows® 7, iOS v4.2, etc.)
- Internet browser (Internet Explorer® 8, Firefox® 3.6, Safari 5.0, etc.)
- If applicable, device type (Android™, BlackBerry®, iPhone®, iPad®, etc.)

iPad Handout with Hands-On Exercises

Preliminary Setup Requirements for iPad Owners:

- An Apple ID on applied.apple.com. (This can also be created via the iPad when you first set it up.)
- Access to a Wi-Fi connection in order to register your iPad with your iTunes account. (Unless you have a version that supports a 3G cellular connection.)

Turn the iPad On:

Press and hold the power button for several seconds to turn on the iPad. The power button is located on the top-right side of the device.

If the iPad is already powered up, but asleep, you can wake it up by pressing the home button or the power button.

Unlock the iPad:

After powering on the iPad you will need to unlock it. To do this touch the gray arrow the lower-center of the screen and slide it to the right edge of the containing box. This unlocks the iPad and takes you to the Home Screen.



Home Button:

The Home Button is the recessed circle with a square icon on the bottom center front face of the device. There are two instances in which you will use it: 1) Any time you want to return to the Home Screen; and 2) To wake up your iPad if it is in sleep mode (i.e. it's still on but the screen has gone black).



Home Screen:

The Home Screen is three panels wide. Identify which panel you are viewing (left, center, or right) by looking at the three small circles (Panel Indicators) at the bottom of the screen. The circle that corresponds to the panel you are viewing will be colored white.

The four icons at the bottom of the screen are docked and will not change as you change panels. The panel to the far left is actually a screen on which you can search your device. To move from panel to panel swipe your finger across the screen in the direction you wish to move.

Hands On: Swipe your finger to scroll left and right through the home panels to see what we've already installed. Next try performing a search for Overdrive.

Keyboard:

As you've probably already noticed, the iPad keyboard only appears when you need it. So, when you tap in the search box on the search panel, the keyboard appeared. One important thing to notice is that despite the keys always displaying upper-case letters, you will be typing in lower-case unless you first single-tap shift (for the next letter) or double-tap shift to initiate a caps-lock.

Rotating the screen:

To rotate the screen, rotate the device.

Hands On: Rotate the screen. Next, rotate the screen while on the search panel to see what happens to the keyboard.

WiFi:

You're not going to get very far on the iPad without a WiFi connection. So, let's go make sure we're connected to the library's WiFi. You can find those settings under Settings|Wi-Fi.

Hands On: Find the WiFi settings on the iPad and make sure you're currently connected to the library's WiFi signal.



Apps:

One thing to keep in mind about iPads, and other tablet devices such as those that run the Android OS, is that they are more like desktop computers than dedicated eReaders like the Kindle and the Nook. What determines what you can do with a tablet is what applications (apps) are installed on the device. In the case of the iPad, apps can be downloaded from the App Store. Some apps are free while others can cost a significant amount.

Hands On: Open the app store and browse around to see what's available. Feel free to also perform a search for a type of app you might be interested in. Please avoid actually installing any apps for us.

Web Browsing:

Since this workshop is focusing on using the iPad as an eReader, there are a lot of features that we won't be covering. However, since the main way that you'll be locating and retrieving content for the iPad is via the Web, the iPad's browser, Safari, is something we should cover.

You launch Safari by tapping it's icon on the home screen. In most cases, Safari works just like any other Web browser. It has an address bar, a Google search field, and just a few other icons. Let's cover these:



Hands On: Open Safari and surf the web for a few moments. Try going to your library's Web site to see how it looks and works on the iPad. Also try doing a Google search or two, adding bookmarks (Hint: Tools), and opening/switching between pages.

Reading eBooks:

When it comes to reading eBooks on an app-based device the first question you need to ask yourself is, what's the source of my content? The iPad comes with the iBooks app which allows you to read content that you've purchased from the Apple iTunes store. The Kindle app allows you to read content from Amazon.com and the Nook app allows you to read content from Barnes & Noble.

Beyond those examples, there are a number of other eBook apps available (Aldiko, Google Books, and Stanza just to name a few) that either have their own related stores but also allow you to easily download and read many different eBook formats that don't include DRM.

Taking it one step further the Overdrive app allows you to download and read epub books from the Overdrive library services but, since you can also check out a Kindle version of an Overdrive book and read it via the Kindle app.

For the purposes of this workshop we'll be focusing on the OverDrive app.

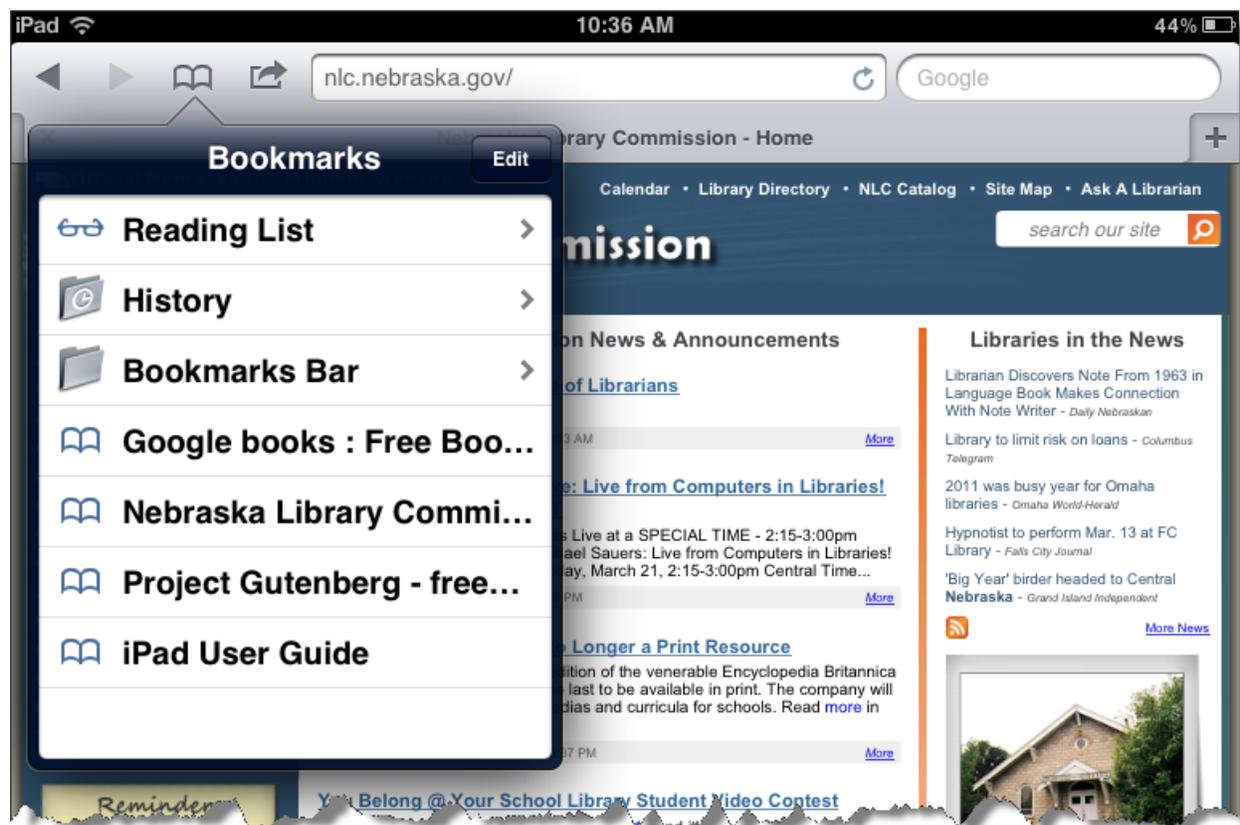
Getting free content from Project Gutenberg:

"Project Gutenberg offers over 38,000 free ebooks: choose among free epub books, free kindle books, download them or read them online. We carry high quality ebooks: All our ebooks were previously published by bona fide publishers. We digitized and diligently proofread them with the help of thousands of volunteers."

The Project Gutenberg Web site (<http://www.gutenberg.org/>) is one of many sites online where you can download free eBooks in multiple formats. In this case all works are currently out-of-copyright or licensed under Creative Commons and contain no DRM.

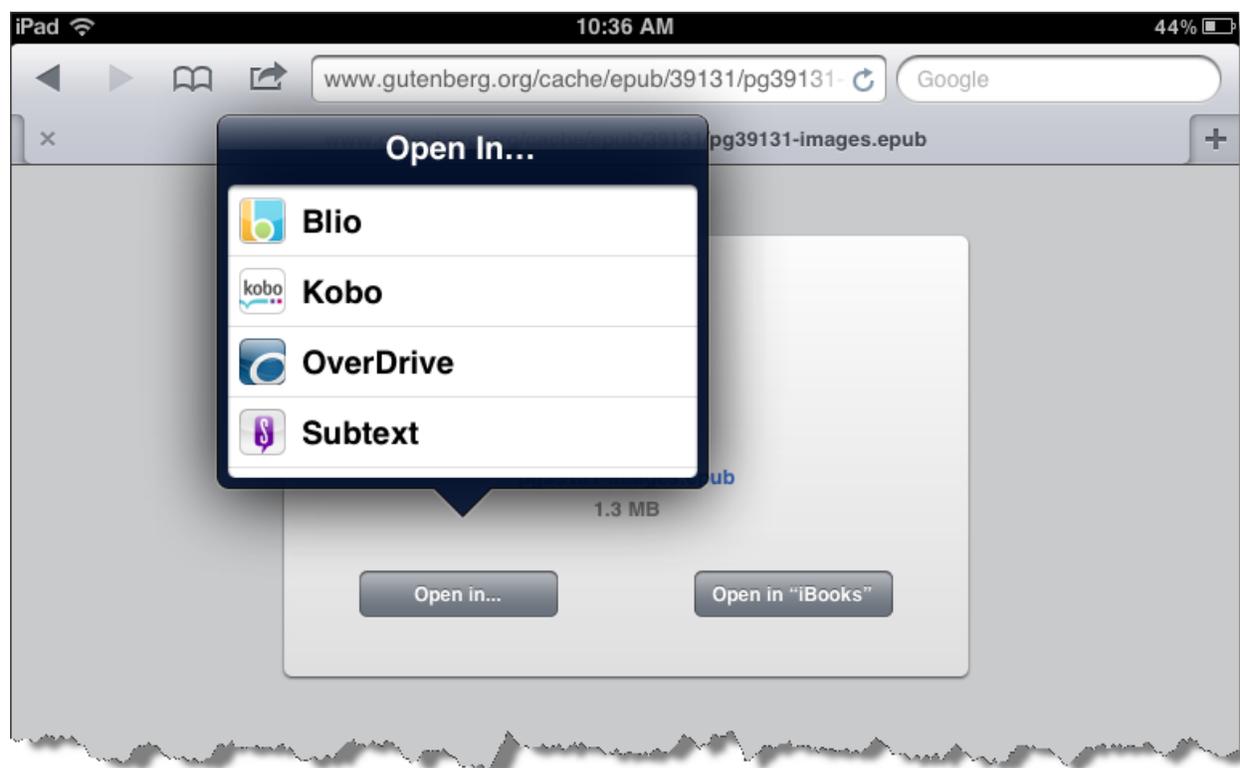
With the iPad we'll be showing you how to download content from Project Gutenberg (a process that will be similar with other sites such as Google Books), sending them to the Overdrive app, and reading them there.

Hands On: Open Safari and find the bookmark for Project Gutenberg. Tap that bookmark and you should be sent to the Project Gutenberg site. Or, you can enter <http://www.gutenberg.org/> into the address field and tap enter.



Browse through the collection and/or perform a search for a title/author you might be interested in. (Remember, think classics that are out of copyright.) Also, you may want to take a look for the “Top 100 Books and Authors” link on the home page as there you will find many titles you’re familiar with.

Hands On: Find a title you’d like to download and do so. (Be sure to choose an ePub formatted file.) When the download has completed, click the “Open in...” button and choose OverDrive. (Shown below.) This will open the book in OverDrive.



The OverDrive app:

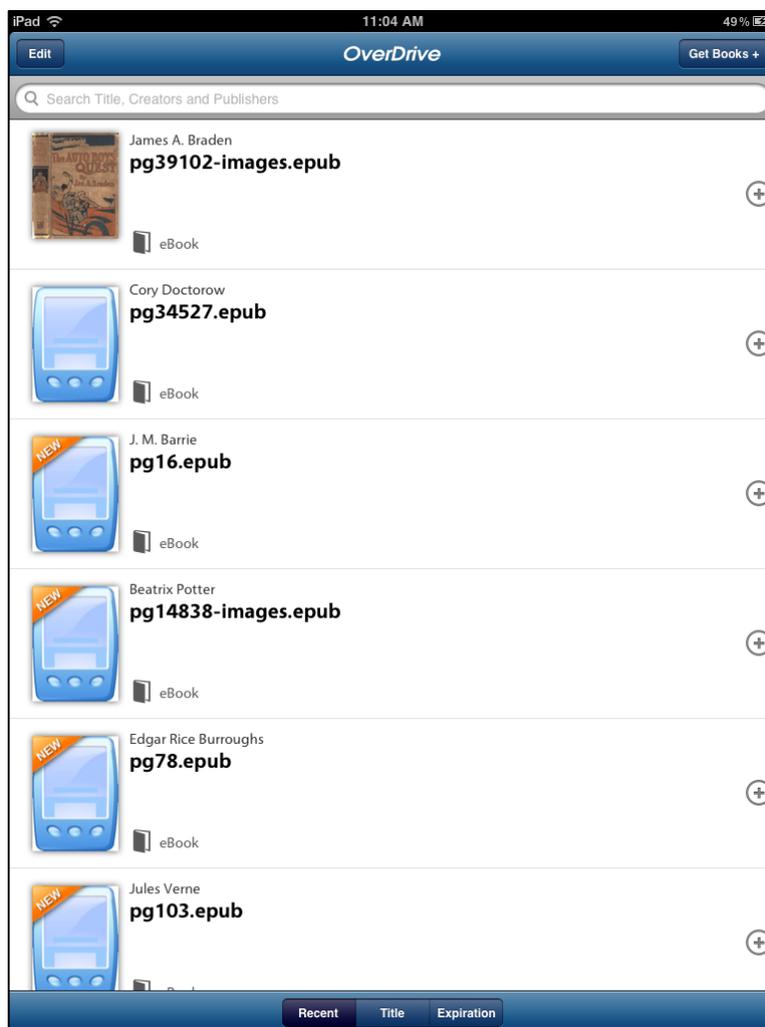
The OverDrive app is one of several we've installed on the Commission's iPad. In this exercise we'll be focusing on the OverDrive app since that's the one that your patrons will use when accessing library titles. Having added some content from Project Gutenberg we can now take a look at the app from a reading point of view. (We'll be covering downloading from OverDrive later.)

Library View:

When you first open the app you'll see your library of titles currently available to the OverDrive app. Unfortunately, it doesn't read the titles of Project Gutenberg books all that well, and not all PG titles have cover art.

Here's what you can do here:

- Tap on a title to open the book.
- Tap the + to delete the book or view its details.
- Sort the books by recent, title, or expiration. (The last only works well for library books.)



Hands On: View the details of a few titles. Delete a title. Change the sort order.

Reading:

Once you're in the reading mode for a book you'll be presented with the page where you last left off. To turn the page, swipe either right-to-left (page forward) or left-to-right (page back). You can also tap on the right side of the screen to page forward, or on the left to page back.

To bookmark a page tap in the upper-right corner of the page. Tap the bookmark again to remove the bookmark.

Hands On: Open a book and practice paging through it. Rotate the iPad to see what happens to the display. Add a few bookmarks and then delete at least one of the. (Be sure to leave at least one bookmark active for a later exercise.)

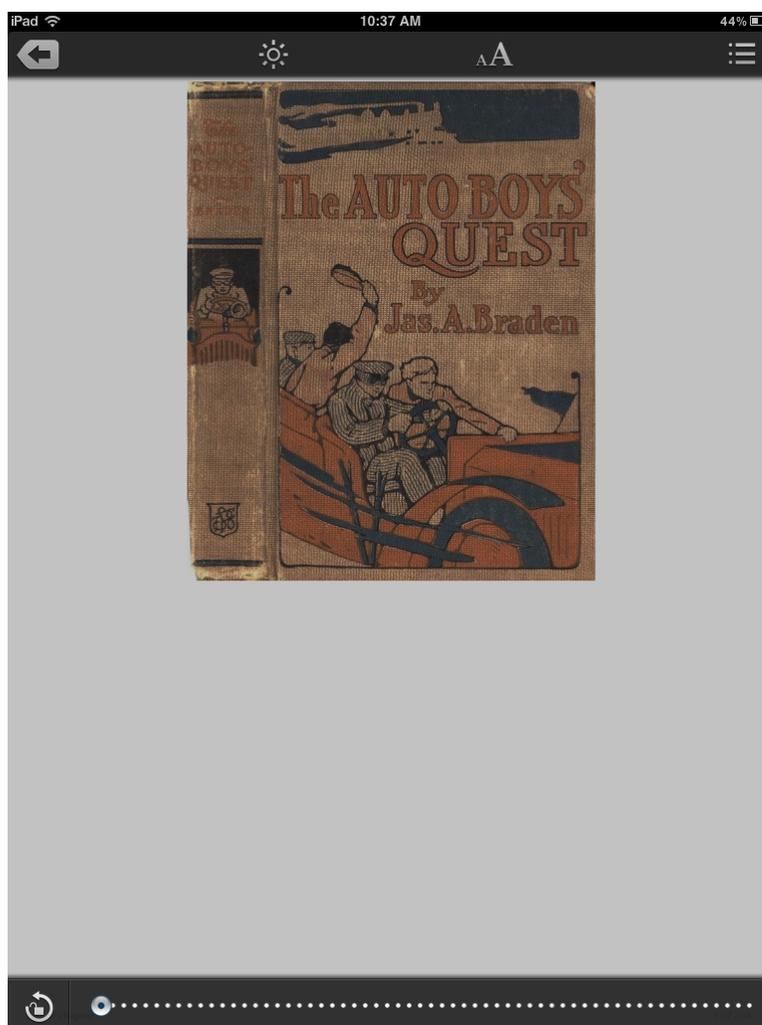
To bring up additional options and displays, tap in the middle of a page. This will make additional toolbars appear at the top and bottom of the screen.

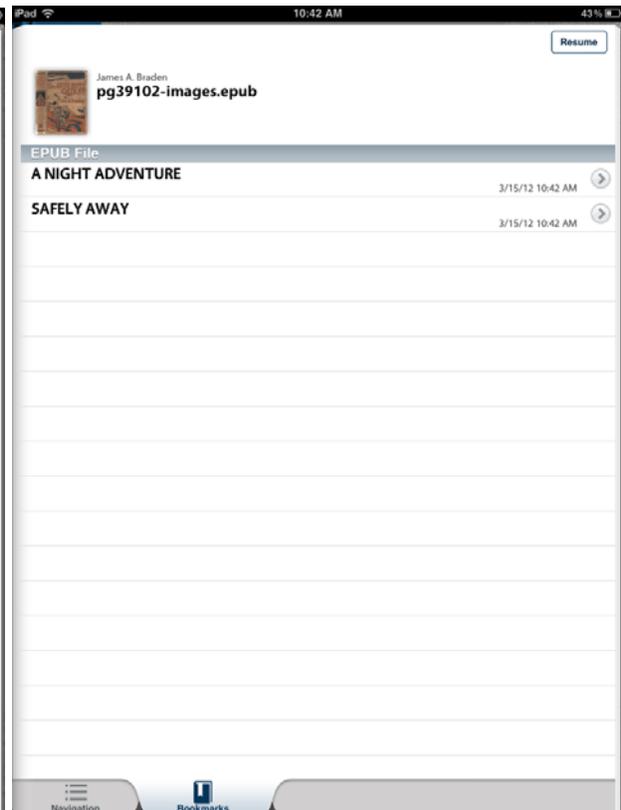
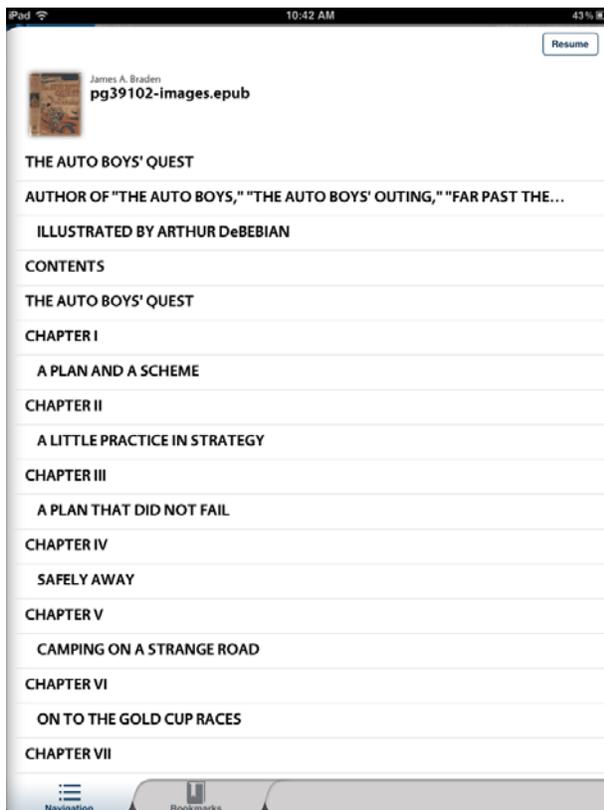
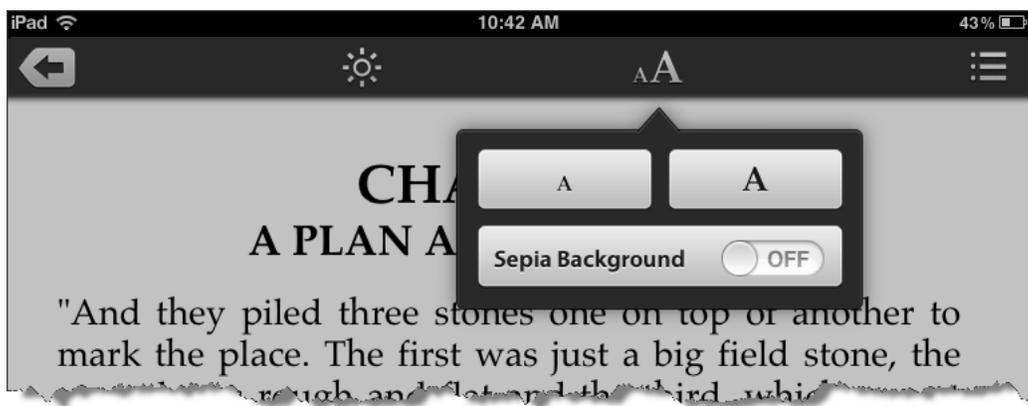
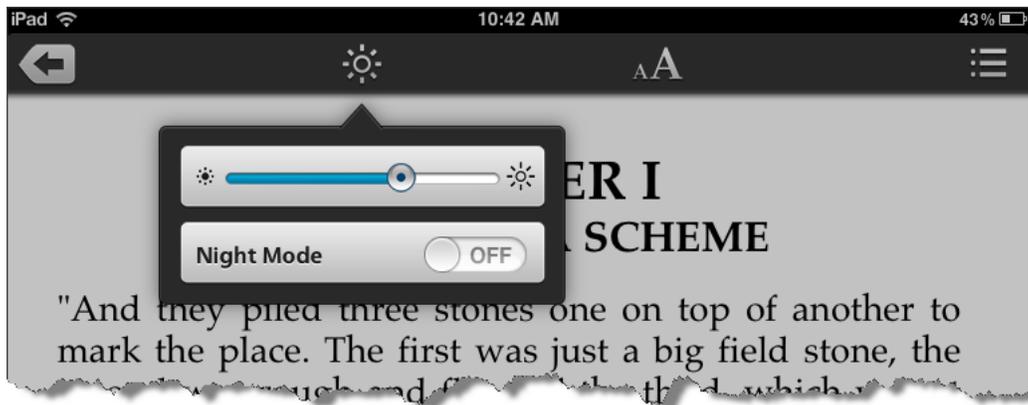
The buttons at the top of the screen are:

- Back to the library
- Brightness
- Text options
- Navigation and Bookmarks

(Screenshots of each of these features can be found on the next page.)

At the bottom of the screen you'll find the rotation lock and the reading progress bar.



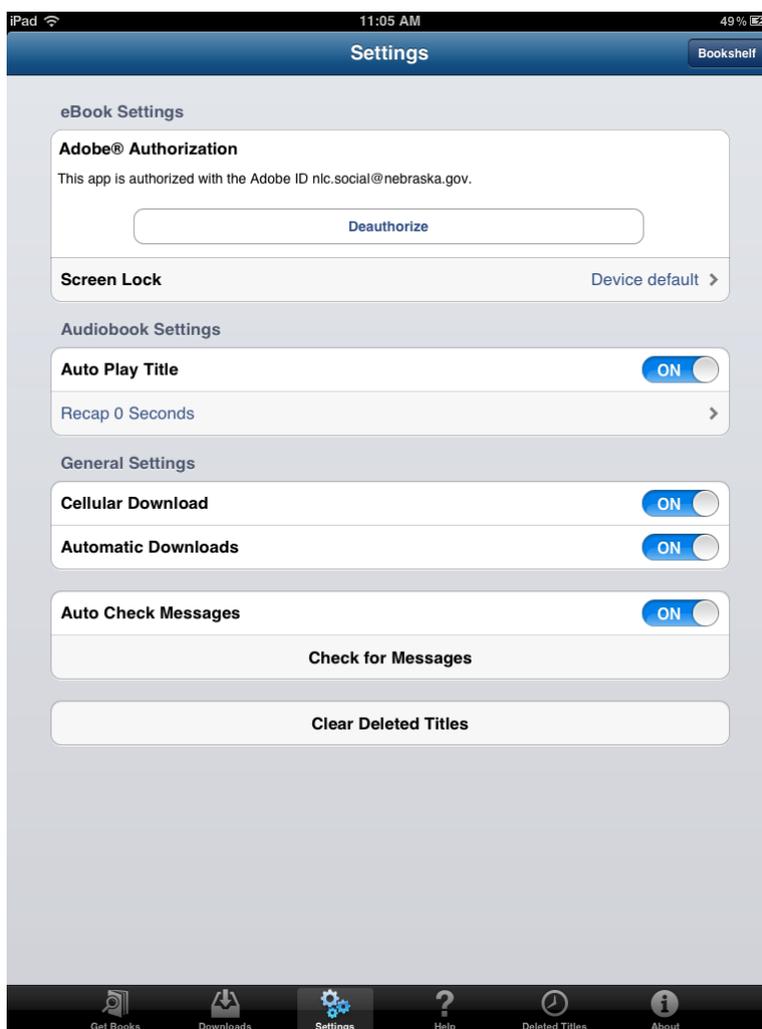


Hands On: Play with each of the features in this section. Change the display brightness and check out night mode. Change the font size and try sepia mode. View the table of contents and bookmarks and use them to navigate with the book. (Please attempt to reset the brightness and font settings before moving on.) Try using the progress bar to jump through the book. Lastly, see what happens when you turn on the rotation lock and then rotate the iPad. (Please turn the rotation lock off before you move on.)

Authorizing the OverDrive App:

The first thing you'll want to do is to be sure that the OverDrive app is authorized with an Adobe ID.

Hands On: In the library, tap Get Books+ in the upper-right corner, then tap Settings at the bottom of the screen. Here you can verify that the app is currently authorized. Here you can also deauthorize the device if necessary. *Please do not deauthorize the iPad.*



Getting books from Overdrive:

Unlike many of the other devices we're working with today, no hardware or software other than the iPad and the Overdrive app are needed to get library books. (There are screenshots for most of this process on the next page.)

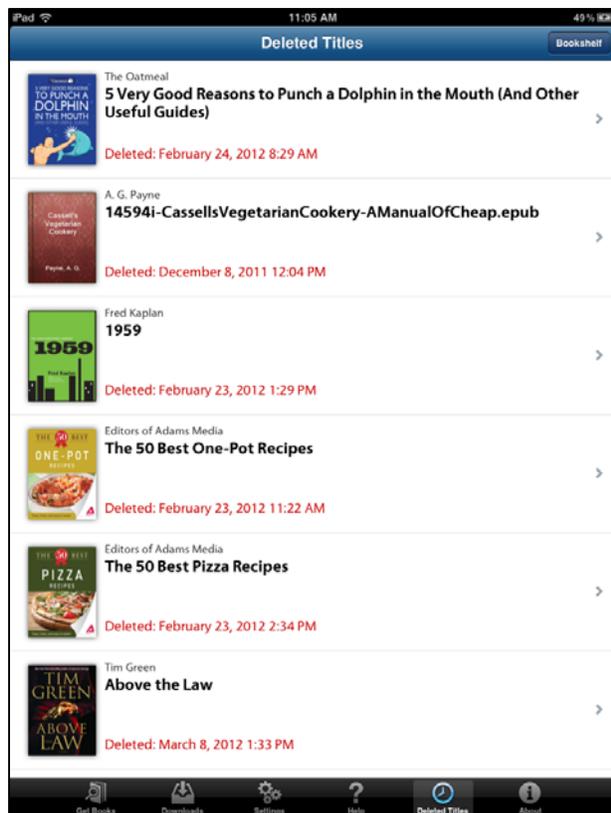
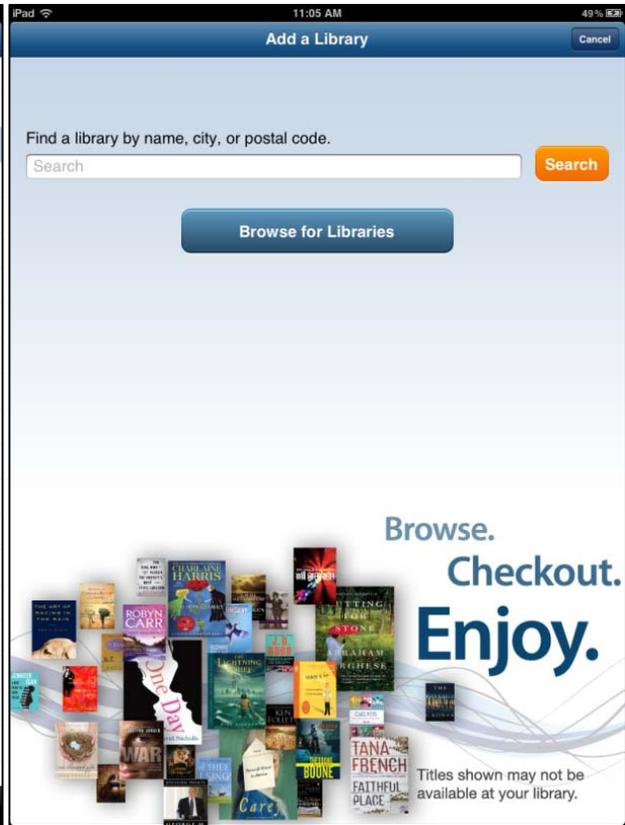
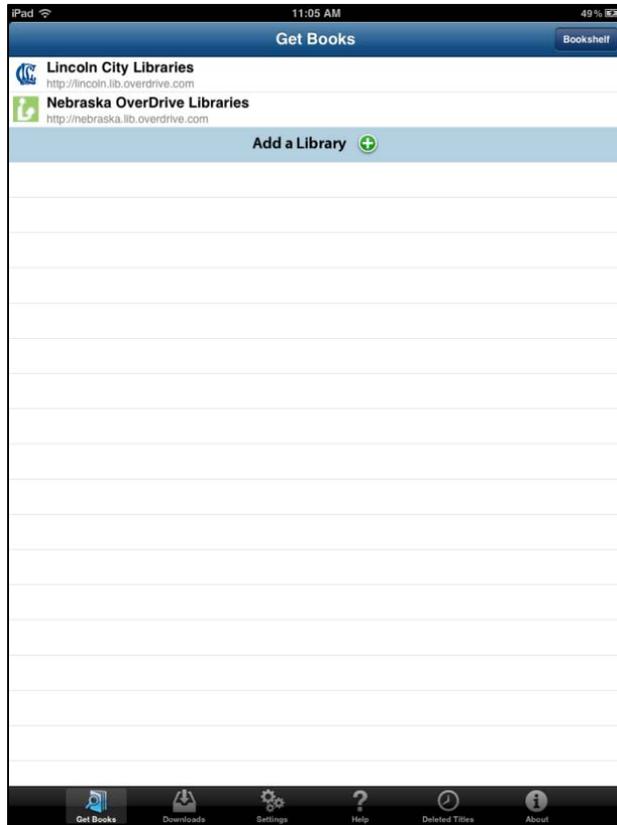
Hands On:

For your final hands-on exercise you will download an eBook from the Nebraska OverDrive Libraries site and transfer it to the iPad using the Overdrive app.

- Open the Overdrive app.
- Click on Get Books in the upper right corner.
- Here you will see your library directory. On this iPad we've already added Nebraska Overdrive Libraries to the favorites list. Click on the library name.
- At this point you are switched over to the Safari Web browser and taken to the mobile version of the Overdrive site. Find the login link (upper right) and sign in using your temporary patron information (library and library card number)
- Browse the collection for a ePub eBook (not audiobook) to check out. (Don't worry about finding a title you actually want to read.)
- Check out the book.
- Click on the gray Download button to download the eBook to the iPad. At this point you should be switched back to the Overdrive app and your book will start to download.
- Tap on the book in the library to open it and start reading.

To Return a book:

- In the OverDrive library (your list of books) tap the plus icon to the right of the book you wish to return.
- Tap the red Return/Delete button.
- Tap "Return then Delete" to return the book to the library and delete the file from the iPad. (Tapping "Delete only" will delete the book but *will not* return it to the library.)



Bonus Hands On:

Head back to the iPad home screen and find the Photo Booth app and take a photo of your group. (Hint: once you've chosen a photo style, look for the "change camera" icon in the bottom-right to switch between the iPad's two cameras.

Kindle 3 Handout with Hands-On Exercises

Preliminary Setup Requirements for Kindle Owners:

- An Amazon.com account.
- Access to a Wi-Fi connection in order to shop for content. (Unless you have a version that supports a 3G cellular connection.)

Turn the Kindle On:

Slide the power button to the right to turn on the Kindle. The power button is located on the bottom edge of the device to the right.

Turning on the Kindle will take you to the screen you were on the last time you turned off the device.

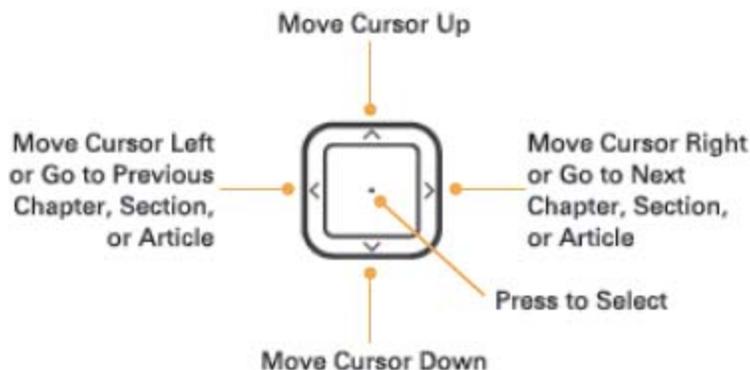


Home Button:

The Home Button is located at in the lower-right of the keyboard. Use it any time you want to return to the Home Screen.

Home Screen:

The home screen shows you the titles that you currently have on your Kindle. Use the cursor buttons to move within this list. Up and down will move you through the list. Pressing left will give you the option to delete the title you have currently selected while pressing right will give you additional details about the selected title.



The dotted line beneath each title represents the approximate length of the book along with how far along you have read.

From here you can also move up the line above the titles. Once there, press right to see additional title sorting options.

Use the page left and page right buttons to move to the next and previous pages on the home screen. The current page number and total number of pages will be displayed at the bottom of the screen.

Hands On: Page through the title collection. Choose to delete a book but please do not confirm the deletion. Resort the title list by author and then return the list to the Most Recent First sort. Lastly, view the details about a few of the titles on the Kindle.

The Menu Button:

The menu button is located above the directional controller on the keyboard and is contextual. In other words, depending on the screen you're currently on, the menu button will give you different options.

You navigate through the menu using the directional controller. To exit a menu press the Menu button again.

Hands On: On the home screen click the Menu button and search for *Nebraska*. Return home when you're done.

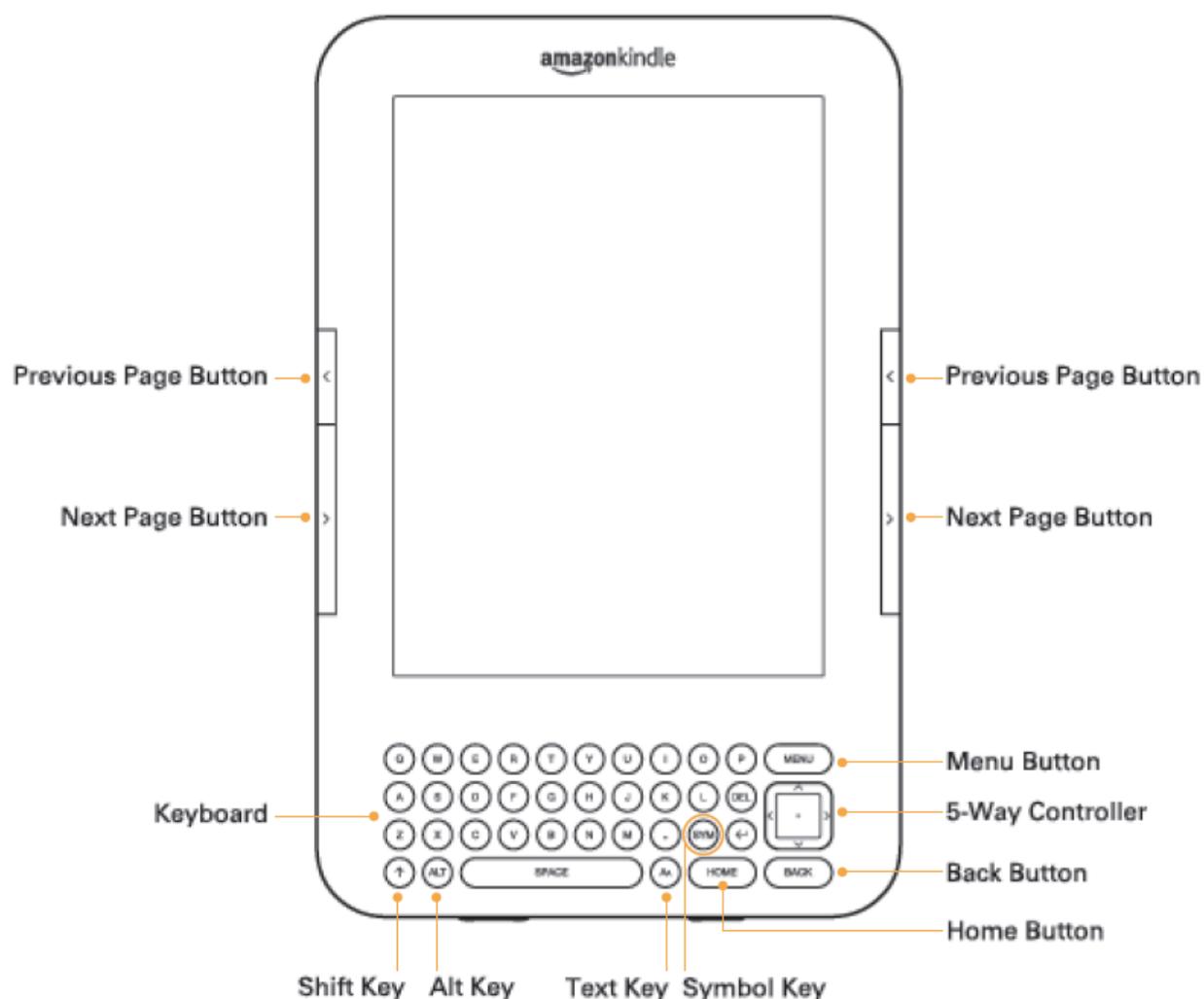
Open a Book:

To open a book, select the title from the menu and press the select button. (The button at the center of the directional controller with the dot)

Hands On: Choose one of the titles on the Kindle and open it then return home.

Turn Pages in a Book

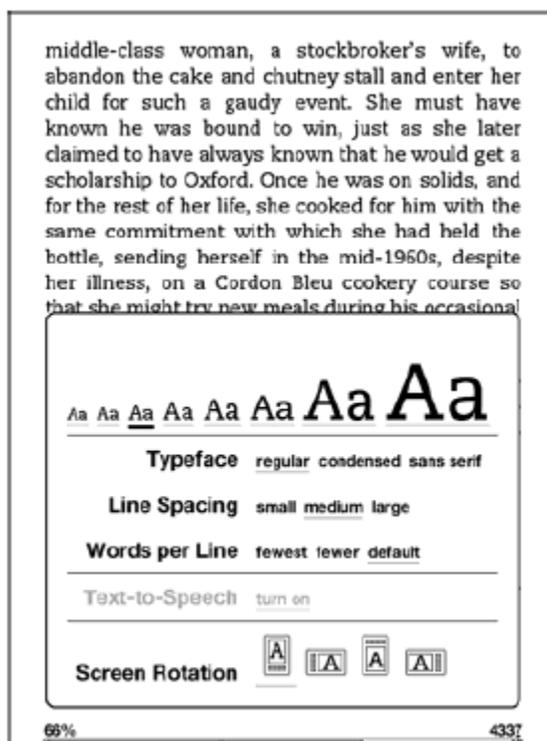
To turn pages in a book use the Previous Page and Next Page buttons located on both sides of the screen. Please be aware that unlike Web browsing the buttons on the left do not automatically mean “go back”. This design is to support both left-handed and right-handed readers. Additionally, notice that the Next Page button is the larger of the two since it tends to be used more often.



Hands On: Experiment with paging forward and backward through *Zendegi* by Greg Egan.

Text Tools

Once you've opened a book the Text key (the one to the right of the space bar labeled AA) will give you controls for adjusting the text size, typeface, line spacing, words per line, text-to-speech (if available for the title), and screen rotation. Use the directional controller to navigate and change these options.

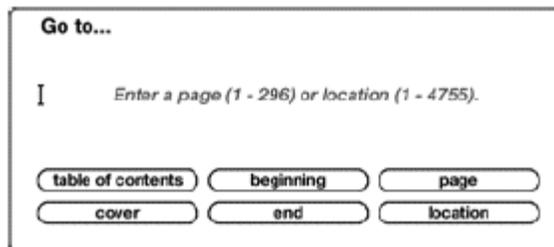


Hands On: Open the Text menu. Play around with the following settings to change the appearance of the text:

- font size
- typeface
- line spacing
- words per line
- screen rotation

Navigating within a book

One of the menu items in a book is “Go to...” Selecting this option will give you the ability to navigate within the open title. Here you can choose default options such as the table of contents, beginning and end among others. You can also enter a page number to go directly to that page.



Hands On: In the book any book, test out the automatic navigation locations. Also try jumping directly to page 127. (Hint: there’s a special key on the keyboard that will give you access to numbers.)

Search This Book

While in a book, press the Menu button and navigate to “Search This Book”. You are now given a search box at the bottom of the screen. Here you can type in the keyword(s) you are looking for. Once you have entered your search you can either navigate right to “find” and press the select button, or more easily, press the enter key on the keyboard. (Shown right.) 

Hands On: In the book *Zendegi* search for the word *test*. Choose one of the results and select it to jump to that location in the book. Use the back button on the keyboard to return to your search results, and again to return to where you left off in the book. Have others in your group search for other words.

Bookmarks

By default, the Kindle remembers where you last left off in a book. However, you may want to bookmark a spot in the book for an easy return later. Bookmarks can be found under the Menu button. Selecting “Add a bookmark” will automatically do just that for the page you’re currently on. Once you have added a bookmark for a particular page, that menu item will change to “Delete bookmark” while you’re on that page.

To find your bookmarks open the Menu and select My Notes & Marks.

Hands On: Find some random locations in a book and add some bookmarks. Next, view your bookmarks and jump around to them. Lastly, remove a bookmark or two. When you’re all done, return to the beginning of the book.

Notes & Highlights

Press the Menu button again and select Add a Note or Highlight. Once you do that a cursor will appear on the screen at the bottom-left. Using the directional controller move your cursor to the place where you would like the highlighting to start or your note to appear.

To highlight (underline) a passage, press the select button. Then move the cursor to the end of the passage and press the select button again. The passage should now be underlined.

To add a note, once your cursor is in position, start typing your note using the keyboard. When done select the "save note" option. (Save & Share saves your note but also shares it out to social networks you've connected your device to. We have not enabled this option on the Commissions' Kindle.)

As with bookmarks, you can find your notes and highlights under the View notes & highlights menu option.

Hands On: Find a passage in the book and highlight it. Next find a different location and add a note.

Now go view the notes and highlights for this book then navigate to one of them.

Finally, go back to your notes and highlights and edit one of them and delete another.

View Popular Highlights

One of the things that Amazon does with highlighted content is sync it to your account in Amazon.com and share that information with others. It doesn't say who highlighted what but selecting View Popular Highlights from the Menu will show you commonly highlighted passages from the current title.

Hands On: Open *Autobiography of Mark Twain* and view the most popular highlights. Select one of them to view the highlighted text in context.

Next, let's sync our highlights and bookmarks with Amazon.com. Go back home, press Menu, and select "Sync & Check for items".

Log in to our Amazon Kindle account @ kindle.amazon.com and view our highlights.

Settings

Let's head back home and see what other things we can change about our Kindle experience as a whole. At home, press Menu, and then select Settings. Here there are three pages of settings. (Please do not actually change any of them.)

- **Registration** — this is the Amazon account name to which your Kindle is registered. All Kindle Store and other charges will be applied to the credit card associated with your 1-Click account.
- **Device Name** — lets you personalize your Kindle by giving it a name. This name shows at the top of the Home screen.
- **Wi-Fi Settings** — displays the number of available (detected) Wi-Fi networks, and shows the name of the Wi-Fi network you are currently connected to. If you are not connected to a Wi-Fi network, the "Network" field displays "not connected." Select "view" to view detected Wi-Fi networks or set up a new Wi-Fi network.
- **Device Info** — displays the Wi-Fi MAC Address, serial number, and network capability (Wi-Fi or Wi-Fi and 3G) of your device.
- **Voice Guide** — lets you navigate your Kindle with spoken menus, selectable items, and descriptions.
- **Device E-mail** — this is the e-mail address of your Kindle. You and your friends can send documents to this address and they will be converted by Amazon and sent to your Kindle. To edit this e-mail address, go to:
<http://www.amazon.com/manageyourkindle> (U.S. and other countries)
<http://www.amazon.co.uk/manageyourkindle> (UK customers)
- **Device Password** — secure your Kindle and restrict access to your content by setting a password. If you set a password, you will be prompted to enter it when you turn your Kindle on or wake it from sleep. If your Kindle is sleeping when you attach it to a computer using the USB cable, you will also be prompted to enter your password in order to attach your Kindle to your computer.
- **Device Time** — lets you set the current local time on your Kindle. On Kindle models that include 3G, you can have Kindle automatically set the device time.
- **Social Networks** — allows you to link your Kindle to your social network accounts so that you can share your notes and highlights with others in your social network.
- **Popular Highlights** — allows you to turn on or off the display of popular passages highlighted by others in the books you are reading.
- **Public Notes** — allows you to turn on or off the display of the notes and highlights of people you follow in the books you are reading.

- **Annotations Backup** — allows you to turn on or off the automatic backup of your annotations, last page read, and collections at Amazon. Disable this feature if you do not want your annotations backed up or shared in Popular Highlights.
- **Personal Info** — enter your contact information here such as an address or phone number, in case you lose your Kindle. Press the Symbol key to enter numbers or symbols not present on the Kindle keyboard.

Hands On: Browse through these settings to familiarize yourself with them. Please however do not change any of the settings.

Experimental

The last item under the home Menu is Experimental. Selecting that will give you three options: Web Browser, Play MP3, and Text-to-Speech

The Web browser is functional but since the Kindle is an eInk device it's not the most user friendly browser you've ever used. The other issue is that since there is no mouse, you need to rely on the directional controller to move around on the screen.

Hands On: Open the Web browser and go to Google. Perform a search for something of interest and open one of the results.

The Play MP3 option takes you to the directory on your Kindle that contains any uploaded MP3 files. Unfortunately, there is no music installed on our Kindle.

The Text-to-Speech section here is purely a description. Depending on the titles installed this feature may or may not work.

Hands On: Open the book *Hybrid* and press shift-Sym on the keyboard to start the text-to-speech option. Press shift-Sym again to turn it off.

Overdrive books

Hands On:

For your final hands-on exercise you will download an eBook from the Nebraska OverDrive Libraries site and transfer it to the Kindle using Amazon.com.

- On your assigned computer, go to <http://nebraska.lib.overdrive.com>.
- Sign in using your temporary patron information (library and library card number)
- Browse the collection for a Kindle eBook (not audiobook) to check out. (Be sure to use the option for showing only available titles and don't worry about finding a title you actually want to read.)
- Check out the book.
- Click the Get for Kindle button. This will send you over to Amazon.com.
- Sign into your account if needed.

See screenshot on next page for help in determining the next step.

- If the book can be delivered wirelessly:
Select your device and click Get Library Book. Switch over to the Kindle and make sure you have an active WiFi connection. Book should start downloading to the Kindle. There is no need to click the Download now button.
- If the book cannot be delivered wirelessly:
Click "Get Library Book", choose your device, then click Continue to save the file to your computer. Connect your Kindle to your computer via USB cable and transfer the file to your device's Documents folder just as you would move a file to a flash drive.

Nebraska OverDrive Libraries Digital Audiobooks and eBooks
Brought to you by your library with support from the Nebraska Library Commission

Home | My Cart | My Account | eHelp | Sign In | Participating Libraries

Accessible eBooks for the print-impaired - Click here.

powered by **OverDrive**

Digital Media Search

Find Reset

Available Copies Only
[Advanced search...](#)

My **Help!** BETA
Need help? Get started here.

My Cart

Please note: Titles added to your cart will remain there for 30 minutes before they are returned to the library's collection. Please be sure to complete your checkout within this timeframe to avoid losing access to these title(s).

[The Geek Dad's Guide to Weekend Fun](#)
Cool Hacks, Cutting-Edge Games, and More Awesome Projects for the Whole Family
Lending period: 14 days
Kindle Book Use on: Kindles and free Kindle apps [Remove](#)

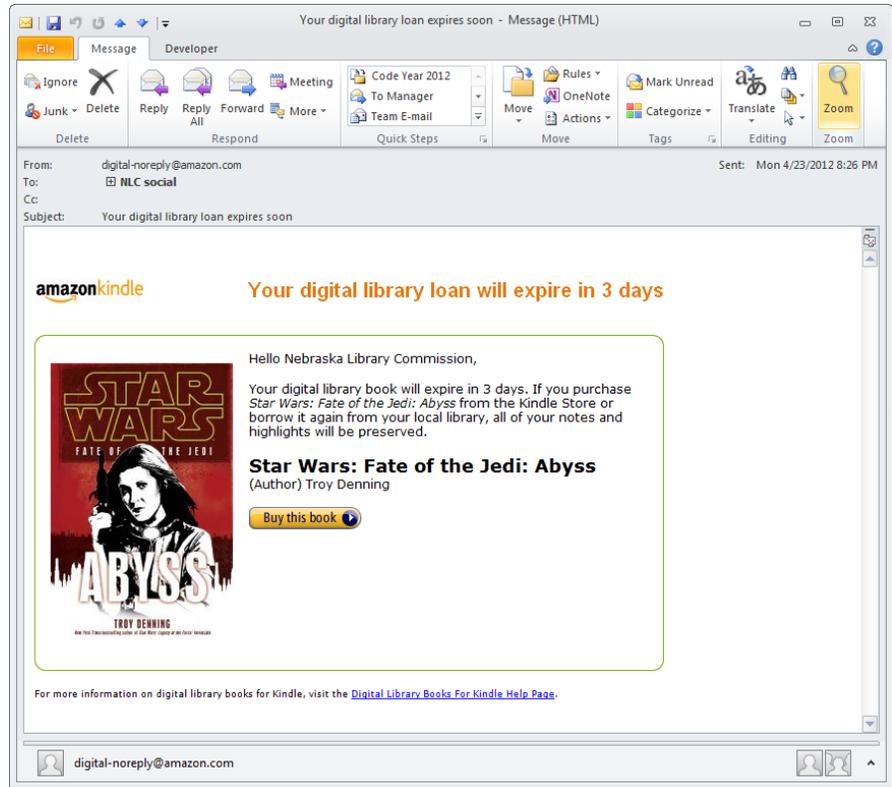
[The Key to Midnight](#)
Lending period: 14 days
Kindle Book Use on: Kindles and free Kindle apps via USB only [Remove](#)

[Continue Browsing](#) [Proceed to Checkout](#)

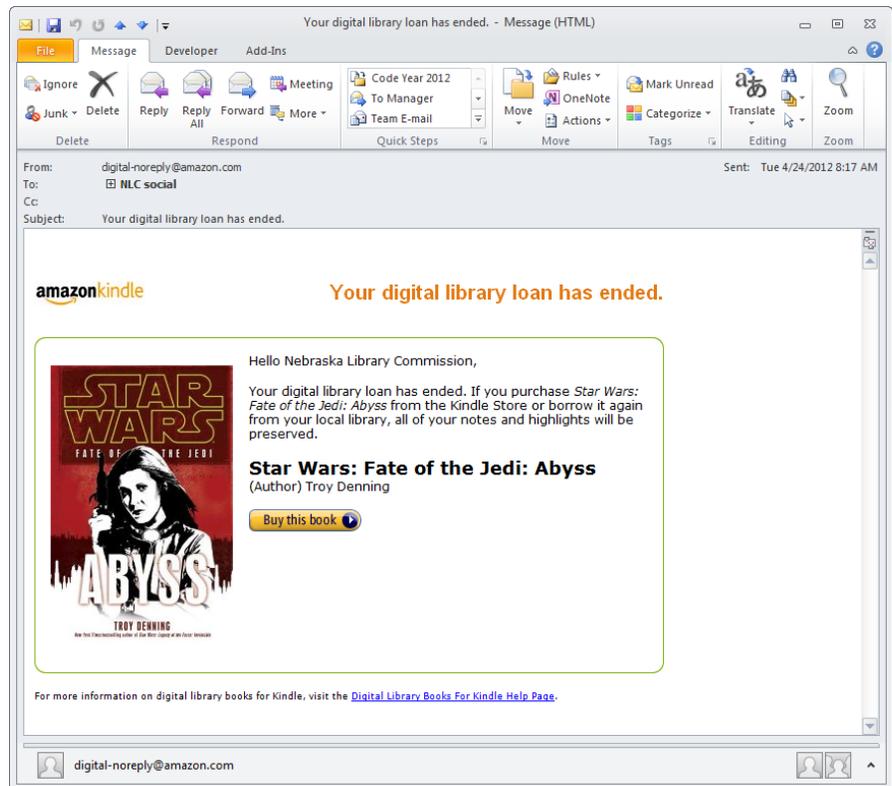
To Return a book:

- If you're already in the Amazon.com site in your computer's browser look for a "Manage your Kindle" link. Otherwise you can go directly to kindle.amazon.com, and find it there under "Hello *username*" in the upper-right corner. (You may be asked to log into your Amazon.com account.)
- Find your library book in the list (it's probably at or near the top) and click the Actions... button and select "Return this book".
- Once the book has been returned you can click the Actions... button again to delete it from your reading history if you wish.
- The Kindle should automatically update itself and make the book unreadable. To delete the book off the Kindle, select the book in the library, navigate left, and press enter.

Example e-mail from Amazon.com sent three days prior to your book being due:



Example e-mail from Amazon.com sent when the book has been returned:



NOOK Color Handout with Hands-On Exercises

Preliminary Setup Requirements for NOOK Color Owners:

- A Barnes & Noble account on BN.com.
- Access to a Wi-Fi connection in order to register your NOOK Color with your Barnes & Noble account.

Turn the NOOK Color On:

Press and hold the power button for several seconds to turn on the NOOK Color. The power button is located on the upper-left side of the device.

Unlock the NOOK Color:

After powering on the NOOK Color you will need to unlock it. To do this touch the white NOOK symbol in the green circle near the lower-left corner of the screen. As soon as you touch the icon, a green dot will appear to the right. Slide the NOOK icon to the right until you reach the little green dot. This unlocks the NOOK Color and takes you to the Home Screen.



Hands On: Turn on and unlock the NOOK Color.

NOOK Button:

The NOOK Button is the raised NOOK symbol on the lower front face of the device. There are several instances in which you will use it:

- 1) If your NOOK Color is in sleep mode (i.e. it's still on but the screen has gone black), press the NOOK button once to wake it up;

- 2) If your NOOK Color is awake, press the NOOK Button once to display the Quick Nav Bar, which is the main navigation tool for your NOOK Color; and
- 3) If you are viewing something other than the Home Screen on your NOOK Color, press the NOOK Button twice quickly to return to the Home Screen.

Home Screen:

The Home Screen is three panels wide. Identify which panel you are viewing (left, center, or right) by looking at the three small circles (Panel Indicators) at the top of the screen. The circle that corresponds to the panel you are viewing will be colored white.

A Keep Reading menu bar appears along the top of the Home Screen. On the left side of this menu bar you'll see the words "Keep Reading," followed by the title of the document you were most recently reading. Tap on this portion of the menu to go back to reading that document. To access a longer drop-down list of recent reads, tap the word "More" on the right side of the menu. Tap on any document title in the drop-down list to open that document.



Hands On: Swipe your finger left and right across the middle of the screen in order to move back and forth between the three panels.

The Daily Shelf:

The Daily Shelf is a row of recently received or opened books, magazines, newspapers, and apps that runs along the bottom of the Home Screen. The Daily Shelf can hold a maximum of 50 items.

Hands On: Use your finger to scroll left and right through the Daily Shelf. Notice that the Daily Shelf and Home Screen panels scroll independently of each other.

Drag Book from Daily Shelf to Home Screen:

Although you can access and open books directly from your Daily Shelf, you may want to move the book you are currently reading to the Home Screen. To do this touch the book's cover with your finger and drag it up to the Home Screen. You can also reverse the process, and drag a book from the Home Screen back to the Daily Shelf.

Hands On: Scroll through the Daily Shelf until you locate *Little Women*. Take note of where *Little Women* appears on the Daily Shelf. Drag *Little Women* from the Daily Shelf to the Home Screen. Next, drag *Little Women* back to the Daily Shelf, but this time shelve it in a different spot.

Open a Book:

There are several ways to open a book:

1. Tap once on the book cover to open it immediately, or
2. Press and hold your finger on the book cover. A pop-up menu will appear giving you the following options: *Read*, *View Details*, *Recommend* (not available for all books), and *Remove from home*. Select *Read*.

Hands On: Let's practice both methods of opening a book!

Tap once quickly on the cover of *Little Women* to open it.

To close *Little Women* and return to the Home Screen, press the NOOK Button and select Home from the Quick Nav Bar.

To reopen *Little Women*, press and hold your finger on the cover of *Little Women* until the pop-up menu appears. Select Read from the pop-up menu.

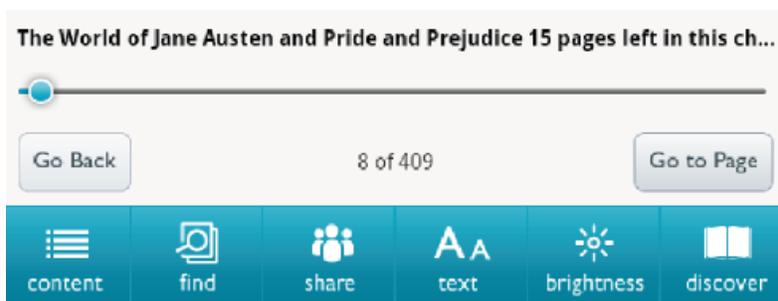
Turn Pages in a Book

To turn pages in a book, swipe your finger across the middle of the screen from right to left to page forward (←) or from left to right to page backward (→). You can also turn pages by tapping once on the right or left side of the screen to move one page forward or backward respectively.

Hands On: Experiment with paging forward and backward through *Little Women* using both the finger swipe method and the finger tap method.

Reading Tools

Once you've opened a book you will have access to a Reading Tools menu, which makes it easy to move through a book, find a word or phrase within a book, share your reading status, adjust the display of the text and the brightness of the screen, and discover similar books. To launch the Reading Tools menu, tap once in the center of a book page.



The Reading Tools menu appears along the bottom of the screen and includes a scroll bar that you can use to quickly move backward and forward through your book, as well as Content, Find, Share, Text, Brightness, and Discover menu options.

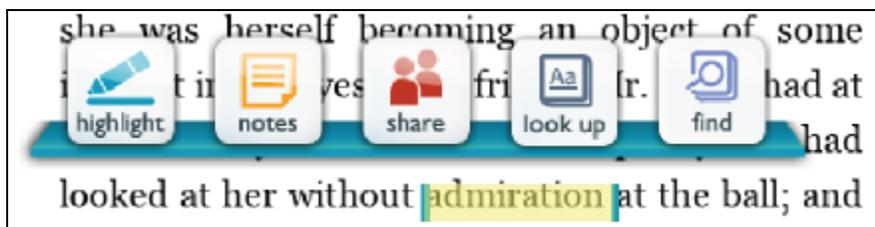
Hands On: This next exercise focuses on the Scroll Bar as well as on the Reading Tools available through the Content and Text menu options. You will need to reopen the Reading Tools menu multiple times to complete this exercise.

- **Scroll Bar:** Open the Reading Tools menu. Use the Scroll Bar to quickly jump to page 210.
- **Content Tools:** Open the Reading Tools menu. Tap the Content menu option to open the Content pane, which contains three tabs – Contents, Notes & Highlights, and Bookmarks:

- On the Contents tab of the Content pane, find and tap on *Introduction* to jump back to the beginning of the Introduction. (You may need to use your finger to scroll up and down through the Table of Contents.)
 - Return to the Content pane and tap on the Notes & Highlights tab to view Notes & Highlights. Tap on the text excerpt from page 271 to jump to page 271. In addition to highlighted text you should see a blue sticky note when you get to page 271. Tap on the note to read it.
 - Return to the Content pane one final time. Tap on the Bookmarks tab. Tap on the bookmarked page (p. 206) to jump to that page. Notice the blue bookmark in the upper-right corner of the page? Tap it once to un-bookmark the page. Tap the upper-right corner of the page a second time to re-bookmark the page.
- **Text Tools:** Open the Reading Tools menu. Tap the Text menu option to open the Text pane. Play around with the following settings to change the appearance of the text :
 - font size
 - font
 - background colors
 - line spacing
 - margins

Selecting Text / Text Selection Toolbar

To select a single word, press and hold your finger on a word until the word appears highlighted. Lift your finger and the Text Selection Toolbar will appear.



To select an entire passage, press and hold your finger on the first word in the passage until the word appears highlighted. Remove your finger, and then put it back down on the vertical blue bar that appears at the end of the selected word. Drag that blue bar down to the end of the passage you'd like to highlight before lifting your finger, at which time the Text Selection Toolbar will appear.

After selecting a word or passage, you can use the Text Selection Toolbar to highlight it, write and associate notes with it, share it, or, in the case of a single word, look it up in the dictionary or find other appearances of it within the text.

Hands On: Select a single word on the page and look it up in the dictionary. Next, select an entire paragraph and highlight it.

Finally, press the NOOK Button (raised NOOK symbol) twice to close the book and return to the Home screen.

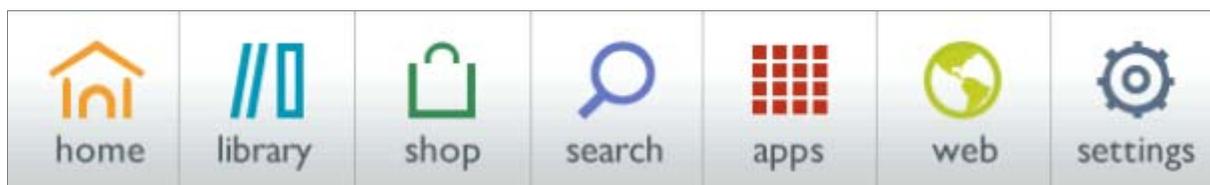
The Status Bar



The Status Bar is the narrow black bar that displays icons at the bottom of your NOOK Color screen. The right side of the Status Bar provides you with a wireless connection indicator, a battery charge indicator, and a digital clock. A tap on the open book icon on the left side of the Status Bar opens your most recent read.

The Quick Nav Bar

Tapping the raised NOOK Button on the lower front panel of your NOOK displays the Quick Nav Bar, if it is not already visible.



The Quick Nav Bar contains seven navigational buttons that lead you to major features of the NOOK Color:

- **Home** – Displays the Home screen, which holds the Daily Shelf along with any books or periodicals you have copied to Home for easy access.
- **Library** – This is where you will find ALL the books, magazines, newspapers, and other files that have been added to your NOOK Color. (Remember, the Daily Shelf and Home Screen display just a selection of recently added or read content.)
- **Shop** – Go here to connect to the Barnes & Noble NOOK Store if you'd like to purchase books for your NOOK.
- **Search** – Lets you search across your books, magazines, newspapers, and files. Also searches the Barnes & Noble NOOK Store and the Web.

- **Apps** – Offers access to Contacts, NOOK Friends, Pandora, and games, as well as to any apps you have purchased from the NOOK Store.
- **Web** – Opens a Web browser on your NOOK Color.
- **Settings** – Offers you configuration settings for every aspect of your NOOK Color—from screen brightness to Wi-Fi network settings.

In this handout we'll take a closer look at the Library area.

Library

When you tap on the Library icon on the Quick Nav Bar, you will be taken to the area on the NOOK Color where all the reading material loaded on the device is stored.

At the top of the main Library screen you will see the Media Bar—a row of icons that give you access to all your content.



As you can tell from the screenshot above, the icons include:

- **Books** – Books you have downloaded from the NOOK Store.
- **Magazines** – Magazines you have purchased from the NOOK Store.
- **Newspapers** – Newspapers you have purchased from the NOOK Store.
- **Apps** – NOOK Apps such as Email and NOOK Friends, along with any apps you have purchased.
- **Kids** – Books, including Kids Picture Books, along with Magazines and Apps for kids, which you have purchased from the NOOK Store.
- **My Stuff** – Opens a menu with choices for displaying other types of content, such as content you have side-loaded (transferred) from your personal computer to your NOOK, and different views of content, such as books and periodicals you have grouped on shelves.
 - **My Shelves** – Shows books and periodicals you have organized into groups.
 - **My Files** – Shows files you have loaded on your NOOK from your personal computer, including PDFs, Microsoft Office files, and EPUB files from a source other than the NOOK Store. My Files also lists any files on a microSD Memory Card if you have installed the card in your NOOK.
 - **LendMe** – Provides access to Barnes & Nobles' exclusive LendMe functionality, which allows NOOK users borrow and lend certain books purchased from the NOOK store.
 - **Archived** – Shows purchased books and periodicals you have archived in your BN Lifetime Library. Archiving an item keeps only descriptive

information about the item, such as its cover, on your NOOK. The item's contents are stored on the BN.com web site in your BN Lifetime Library.

Note: Books purchased from the NOOK Store will appear in the Library under Books. OverDrive books borrowed from the library, downloaded to a computer and side loaded to the NOOK Color using Adobe Digital Editions will appear in the Library under My Stuff → My Files → Digital Editions.

Hands On:

For your final hands-on exercise you will download an eBook from the Nebraska OverDrive Libraries site and transfer it to the NOOK Color using Adobe Digital Editions.

- On your assigned computer, go to <http://nebraska.lib.overdrive.com>.
- Sign in using your temporary patron information (library and library card number)
- Go to My Account and select My Bookshelf. You may find several titles already checked out to this account. If no titles are checked out, please search for an eBook title and check out the EPUB or PDF version.
- Click on the gray Download button associated with one of the checked out eBooks to download that eBook to your computer. When you are asked if you want to open or save an .acsm file, choose the Open option.

Note: A file with an .acsm extension is an Adobe Content Server Message file. This file manages the download of the eBook, but it IS NOT the eBook.

- At this point the eBook should download and open automatically in Adobe Digital Editions (ADE).
- Click on the Library View icon  in the upper left corner of the ADE screen to close the book and return to the Library View. Check to make sure you see your eBook listed or displayed as a thumbnail in the right pane of Adobe Digital Editions
- Connect your NOOK Color to your computer using the provided microUSB cable.
- After connecting your NOOK Color to your computer, look in the left pane of Adobe Digital Editions under Bookshelves. Your NOOK color should appear as its own bookshelf named MyNOOKcolor.

Hands On: (cont.)

Using your mouse, drag the eBook you just downloaded from where it appears in the right pane of Adobe Digital Editions, and drop it onto the MyNOOKcolor bookshelf.

- To safely unplug your NOOK Color, go to your laptop's Computer folder and look for the MyNOOKcolor drive under Devices with Removable Storage. Right click on the MyNOOKcolor drive and select "Eject." You can now safely unplug your NOOK Color.
- To find your eBook on the NOOK Color, tap on the NOOK Button and select Library. Go to My Stuff, and then My Files. Open the Digital Editions folder. Find and open the eBook you just transferred to the NOOK Color.
- Now let's return / check in the eBook using Adobe Digital Editions:
 - In Adobe Digital Editions make sure you are in "Library View."
 - Select the "Borrowed" bookshelf.
 - Click once on the eBook you want to return.
 - Click the "Item Options" arrow (in the upper left corner of the selected eBook).
 - Select "Return Borrowed Item." Click "Return" to confirm that you want to return the eBook. The eBook will be checked back in and the file will be removed from your computer.
- Finally, let's delete the OverDrive eBook file from your NOOK Color:
 - Reconnect your NOOK Color to your computer so that it once again shows up in the left pane of Adobe Digital Editions as its own MyNOOKcolor bookshelf.
 - Select the MyNOOKcolor bookshelf. eBooks residing on your NOOK Color should appear in the right pane of Adobe Digital Editions.
 - Click once on the eBook you want to delete from the NOOK Color.
 - Click the "Item Options" arrow (in the upper left corner of the selected eBook).
 - Select "Delete." Click "Delete" to confirm that you want to delete the eBook file.

This material was created as part of the 2010 Institute of Museum and Library Services 21st Century Librarian program grant to the Nebraska Library Commission

Sony Reader Touch Handout with Hands-On Exercises

Preliminary Setup Requirements:

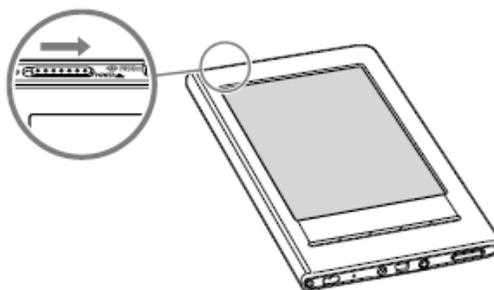
Charge your reader battery and install the dedicated "Reader Library" software on your computer.

Turn the Sony Reader Touch On:

The power switch is located on the top edge of the Reader, on the left side.

Slide the power switch to the right and release it to turn the Reader on. To turn the Reader off slide the power switch to the right and hold for more than 3 seconds before releasing.

Hands-On: Turn the Sony Reader Touch on.



Touch Screen:

The Sony Reader Touch features a 6-inch, touch-sensitive display screen. Using the touch screen, you can perform various operations with your finger or with the supplied stylus. The stylus is stored on the top edge of the Reader, on the right side.

Buttons:

There are five silver buttons below the touch screen. From left to right you will find:

- **< >** **Two Page Turn buttons** -- Press the < button once to turn back one page; press the > button once to turn forward one page. Press and hold either button to turn back or forward multiple pages at one time.
- **Home button** – Press to display the Home menu.

-  **(Size) button** – Press to display the Size menu, which allows you to adjust the text size and zoom in/out on a page.
- **OPTIONS button** – Press to access the Options menu. This menu will always provide you with a Search option and an option to change screen orientation from profile to landscape. Additional options will be displayed depending on what you are doing at the time you press the OPTIONS button.

Hands-On: Press the OPTIONS button and change from portrait to landscape screen orientation. Repeat the process to change back.

Home Menu:

You can return to the Home menu at any time by pressing the silver  button. The Home menu is the launch pad from which you can access all features and functionality on the Sony Reader Touch.

The Home menu includes four prominently displayed menu items:

- **Continue Reading** () – Tap here to return to where you left off in the last book you were reading.
- **Books** () – Tap here to display the “Books” list.
- **All Notes** () – Tap here to display a list of all bookmarks, highlights, and markups created in books within the Reader.
- **Collections** () – Tap here to display Collections. (Note: Collections can only be created through the computer using Reader Library software. There will be zero Collections listed unless someone has used the Reader Library software to create a Collection and assign books to the Collection.)

There are five additional items available through the Home menu.

- **Settings** () – Allows you to control a variety of settings, including Date and Time, Power Management, Page Turn Gesture, Slideshow, Menu Language, and Restore Defaults. You can also access Advanced Settings such as Device Lock, Calibrate Touch Screen, Keyboard, Dictionary, Customize Home Menu, Clear Keyboard History, Format Memory, and Device Shutdown.

- **Text Memo** () – Allows you to create (and later access) text memos, independent of any book stored in the Reader, using the on-screen keyboard.
- **Handwriting** () – Allows you to create (and later access) handwritten drawings or text memos, independent of any book stored in the Reader, using the stylus.
- **Audio** () – Allows you to listen, via headphones connected to the headphone jack, to MP3 and AAC files (unsecured) that have been transferred from your computer to the Reader. The headphone jack is located on the bottom edge of the Reader.
- **Pictures** () – Allows you to view pictures in BMP, JPEG, GIF, or PNG format transferred from your computer to the Reader.

Two of the five additional items listed above will appear less prominently on the Home menu (at the bottom of the screen when using Portrait orientation and to the right when using Landscape orientation), while the remaining three can be accessed by tapping the **More** () icon (which appears in the lower right portion of the screen regardless of orientation).

Users can customize which two of these five items appear in the less prominent slots on the Home menu by going into the Settings menu and choosing Advanced Settings → Customize Home Menu.

Hands-On: First, note which two items appear in the less prominent slots along the bottom (or side) of the Home menu. With that in mind, access the Settings menu. While there, check the Page Turn Gesture setting to see whether it is currently right to left (←) or left to right (→). Change it if you'd like.

Next, go to Advanced Settings → Customize Home Menu. Experiment with changing which two items appear in the less prominent slots on the Home menu, and which three must be accessed via the More icon.

View Books:

To view a list of books and documents that have been transferred to the Sony Reader Touch, tap once on the **Books** option on the Home menu.

By default, books will be displayed in list format, sorted alphabetically by title. If the book list extends beyond one page there will be an index bar on the right side of the screen that you can use to move through the list. Alternately, use the < and > Page Turn buttons to move through the list.

To change how books are displayed, press the **OPTIONS** button. Under OPTIONS you can choose to sort books by Title, Author, or Date and you can also toggle between a List and Thumbnail view.

Hands-On: Tap on Books to view a list of books sorted by title. Use the index bar or the Page Turn buttons to scroll through all pages of the list.

Press the OPTIONS button and change the book display view from List to Thumbnail.

Open and Read a Book:

To open a book from the book list or thumbnail display, tap once on its title or cover. The book will open. If you are opening the book for the first time, it will open to the cover page. If you've previously opened the book, it will open to the most recently displayed page.

Hands-On: Find and open *The Sorceress* (Excerpt), by Michael Scott.

Navigate within a Book:

Once you've opened a book there are several ways to navigate within it:

- Press the > Page Turn button once to move ahead one page, or hold it down to quickly flip forward through multiple pages. (Use the < Page Turn button in the same way to move backward through the pages.)
- Tap the page number in the black bar at the bottom of the screen to open the Page Jump panel. Tap Enter Page # to input a specific page to jump to, or use the scroll bar to quickly scroll to your target page.
- Swipe your finger or the stylus horizontally from left-to-right or from right-to-left across the middle of the screen to turn forward or backward one page. Swipe your finger or stylus across the screen and then hold your finger/stylus on the screen to turn forward or backward multiple pages. (By default, swiping your

finger from left to right takes you forward one page, and swiping from right to left takes you back one page, but these directions can be reversed by going to the Home menu, selecting Settings, then Page Turn Gesture.)

- Finally, pressing the OPTIONS button while viewing a book brings up a version of the Options menu that includes several tools directly related to navigating within a book. For example, tap to select any of the following from the Options menu:
 - **Go to Page** – Tapping Go to Page opens the same Page Jump panel that tapping on the page number at the bottom of the screen brings up.
 - **History** – Tapping History causes the History Jump icons to appear on the bottom left and right sides of the page. Tap the icon on the left to access the previously displayed page. To return to the current page, tap the icon on the right.
 - **Table of Contents** – Tapping Table of Contents brings up the book's table of contents, if one is available. Tap on highlighted chapter and section headings within the table of contents to jump to the beginnings of those chapters and sections.
 - **Search** – Tapping Search brings up an onscreen keyboard you can use to type in a search term. After inputting a search term, tap Search to view occurrences of your term within the text of the book. Your search term will be highlighted on search result pages.

Tap the forward and backward search arrows that appear in the bottom corners of search result pages to continue searching forward or backward through the book for additional pages containing your term. To exit a search result page, tap the X in the upper right corner.

Note: If you are part way through the book when you activate Search, the search will first be performed on the remaining pages in the book. After those pages are searched you will be prompted to continue searching from the beginning of the book.

- **Return to List** – Tapping Return to List closes your current book and takes you back to the list from which you opened the book.

Hands-On: Experiment with paging forward and backward through the book using both the > and < Page Turn buttons, and the finger swipe method. Practice moving forward/backward one page at a time as well as flipping quickly through multiple pages. Finally, press the OPTIONS button and select Go to Page. Use either the Enter Page # functionality or the scroll bar to go to page 11.

While viewing page 11, press the Size (⊕) button to open the Size menu. Experiment with text sizes from S to XXL. After experimenting with the various text sizes, return to the smallest text size before tapping x to close the Size menu.

Tools to Enhance the Reading Experience:

- **Bookmark** – To bookmark a page you are viewing for future reference, double-tap near the upper right corner of the page. When a page has been successfully bookmarked it will look like the upper right corner of the page has been turned down. To un-bookmark a page, double-tap the upper right corner of the page again.

Hands-On: Look in the upper-right corner of page 11. If it looks like the page is turned down, then the page is bookmarked. Double-tap on the turned-down page to remove the bookmark. If the page isn't bookmarked, double-tap in the upper right corner to bookmark it. Leave the page bookmarked.

- **Dictionary** – To look up a word from your current book page in the dictionary, double-tap the word. A pop-up menu will appear at the bottom of the screen, in which the initial lines of the word definition are displayed. To view a fuller definition, tap the Dictionary icon (📖) to retrieve the dictionary viewer. Here you will be able to view the complete definition, even if it extends beyond a single page. (At this point you can also tap on the Keyboard icon in the lower right corner of the dictionary viewer to retrieve an on-screen keyboard in order to input and look up different words.)

Hands-On: In the first sentence of the last paragraph on page 11, double-tap on the word “ornate” to look it up in the dictionary. Tap the Dictionary icon () to retrieve the complete definition. Tap the x in the upper right corner of the dictionary page to close the dictionary and return to page 11.

- **Highlight** – To highlight a word double-tap on the word, then tap the Highlight icon () in the pop-up menu that appears at the bottom of the screen. To highlight consecutive words or multiple lines, double-tap the first word and drag to the end of the desired selection, then tap the Highlight icon.

To remove highlighting, press the OPTIONS button while viewing the page containing the highlighting. Select the “Create/Edit Notes” option, tap the Eraser icon () on the tool bar, then tap or stroke a part of the highlighted word(s) to erase the highlighting. Tap the x in the upper right corner of the screen to close the “Create/Edit Notes” area.

Hands-On: Select and highlight the entire first sentence of the last paragraph on page 11.

- **Create/Edit Notes** -- To create or edit notes associated with a particular page in a book, press the OPTION button while viewing that page and select Create/Edit Notes from the Options menu. The Create/Edit Notes tool bar will appear at the top of the page. This tool bar contains five tools:
 - **Highlight Marker** – Tap the  icon to turn on the highlight marker. Drag your stylus across the word or words on the page you want to highlight.
 - **Pen** – Tap the  icon to turn on markup functionality. Use the stylus or your finger to markup the text or handwrite a note.
 - **Eraser** – Tap the  icon to turn on the Eraser. Tap or drag your stylus across the highlighting/handwriting you want to erase.
 - **Notes** – Tap the  icon to display a list of all notes (e.g. bookmarks, highlights, and markups) associated with the currently viewed book. Tap on a note in the list to go to the page associated with that note. To delete all

notes associated with the book, press the OPTIONS button while viewing the note list and select "Delete Notes."

- **Bookmark** – Tap the  icon to bookmark a page that hasn't been bookmarked. If the page is already bookmarked, tap this icon to remove the bookmark.

Tap on a tool icon to activate it (the icon background will turn black); tap on it again or tap on a different tool icon to deactivate it (the icon background will return to white).

Hands-On: While viewing page 11, with its highlighted sentence, press the OPTIONS button and select Create/Edit Notes. Use the Eraser to remove the highlighting. Use the Pen to underline and circle this sentence instead.

Next, tap the Notes icon at the top of the Create/Edit Notes screen to view a list of all bookmarks, highlights, and markups associated with this book. (If you'd like to change the way the Notes list is sorted, press the OPTIONS button and select a different sort option.) Tap on several listed notes to jump to the pages containing those notes. Tap on the Notes icon on the toolbar at the top of the screen to return to the Notes list.

- **Add Comment to Bookmark or Highlight** – To add a comment to a bookmark or highlighted word, tap once on the bookmark (i.e. the turned down page graphic in the upper right corner of the screen) or highlighted word. If you are doing this when the Create/Edit Notes tool bar is displayed you must make sure that the Highlight Marker, Pen, and Eraser tools are unselected.

Tapping once on the bookmark or highlighted word will open the Method menu, which gives you the option of adding your comment "by Drawing" or "by Keyboard." After selecting your method, the appropriate Comment editor will open and you can draw or type in your comment. Tap "Done" to save the comment and close the Comment editor. A small graphic ( or ) is attached to the bookmark or the highlight to indicate the presence of a text or handwritten note.

To view a comment added to a bookmark or highlight, tap the bookmark or highlight with the attached graphic ( or .) The Comment viewer will open and you can read, edit, or delete the comment. In the Notes list, bookmarks and highlights with comments are flagged with the following icons: , , , or .

Hands-On: If the Create/Edit Notes tool bar isn't already displayed, press the OPTIONS button and select Create/Edit Notes. Tap the Notes icon on the tool bar to display the list of bookmarks, highlights, and markups. There should be at least two bookmarks containing comments and four highlights containing comments. Jump to at least one of these bookmarks and one of these highlights and tap to view the associated comments.

Now add your own comment to a bookmark or highlight. First, find a page to bookmark or a word/passage to highlight. Next, tap once on the bookmark or highlight to open the Method menu. Select your method, draw or type your comment, and tap Done to save it.

Hands-On:

For your final hands-on exercise you will download an eBook from the Nebraska OverDrive Libraries site and transfer it to the Sony Reader Touch using Adobe Digital Editions.

- On your assigned computer, go to <http://nebraska.lib.overdrive.com>.
- Sign in using your temporary patron information (library and library card number).
- Go to My Account and select My Bookshelf. You should find several titles already checked out to this account. (If no titles are checked out, please search for an eBook title and check out the EPUB or PDF version.)
- Click on the gray Download button associated with one of the checked out eBooks to download that eBook to your computer. When you are asked if you want to open or save an .acsm file, choose the Open option.

Note: A file with an .acsm extension is an Adobe Content Server Message file. This file manages the download of the eBook, but it IS NOT the eBook.

- At this point the eBook should download and open automatically in Adobe Digital Editions (ADE).
- Click on the Library View icon  in the upper left corner of the ADE screen to close the book and return to the Library View. Check to make sure you see your eBook listed or displayed as a thumbnail in the right pane of Adobe Digital Editions.
- Connect your Sony Reader Touch to your computer using the provided USB cable.
- After connecting your Sony Reader Touch to your computer, look in the left pane of Adobe Digital Editions under Bookshelves. Your Sony Reader should appear as its own bookshelf named PRS-600.
- Using your mouse, drag the eBook you just downloaded from where it appears in the right pane of ADE, and drop it onto the PRS-600 bookshelf.
- Disconnect your Sony Reader Touch from your computer.
- From the Home menu of your Sony Reader Touch select Books. Scroll through the list of books until you find the title you just transferred. Tap once on it to open!
- Now let's return / check in the eBook using Adobe Digital Editions:
 - In Adobe Digital Editions make sure you are in "Library View."
 - Select the "Borrowed" bookshelf.
 - Click once on the eBook you want to return.
 - Click the "Item Options" arrow (in the upper left corner of the selected eBook).
 - Select "Return Borrowed Item." Click "Return" to confirm that you want to return the eBook. The eBook will be checked back in and the file will be removed from your computer.
- Finally, let's delete the eBook file from your Sony Reader Touch:
 - If the book you want to delete isn't still open on your Reader, re-select it from the list of books. (If the book has expired it may not open, but that's okay.)
 - Press the OPTIONS button, then tap ▼ to display the second page of the Options menu, and tap "Delete Book."
 - Select "Yes" to confirm that you want to delete the book.

Sony Reader Touch Wi-Fi (PRS-T1) Handout with Hands-On Exercises

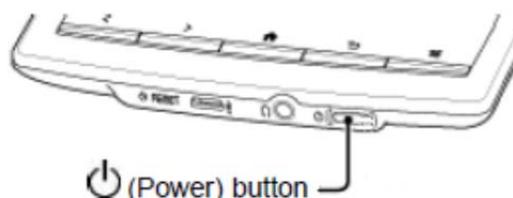
Preliminary Setup Requirements:

- A Sony Reader Store Account*. (Note: If you don't already have one you will be prompted to create one the first time you try to access the Reader Store app or the Public Library app on your device.)
- Access to a Wi-Fi connection in order to a) create or login to your Sony Reader Store Account; and b) access and download content.

* If you already have an Adobe ID that you use to access Adobe DRM-protected content through other computers/devices, use the same username and password that you used to create your Adobe ID to create your Sony Reader Store account. This will allow you to share content between your computers, devices, and Reader.

Turn the Sony Reader Wi-Fi On:

The power button is located on the bottom of the device, on the right side. Press and hold the power button for several seconds to turn the Sony Reader Wi-Fi on.



After turning the Sony Reader Wi-Fi on, you can temporarily put it into sleep mode or wake it up from sleep mode by quickly pressing on the power button.

To completely power off (shutdown) the device, press and hold the power button for several seconds until a Device Shutdown confirmation message appears on the screen. Select "Yes" to complete the shutdown process.

Hands On: Experiment with powering the Sony Reader Wi-Fi on and off, and also with putting it into and waking it up from sleep mode.

Touchscreen:

The Sony Reader Wi-Fi features a 6-inch, touch-sensitive e-ink display screen. Using this touch screen, you can perform various operations with your finger or with the supplied stylus.

Buttons:

There are five silver buttons below the touch screen. From left to right you will find:

- **< > Two Page Turn buttons** – When reading a book or periodical press the < button once to turn back one page; press the > button once to turn forward one page. Press and hold either button to turn pages continuously. These buttons can also be used to scroll up and down through a list or, when using the Web browser, to scroll up or down a page.
- **Home button** – Press at any time to return to the first page of the Home screen.
- **Back button** – Press to return to the previous screen. Also closes the on-screen keyboard or a dialog box/navigation bar/tool bar.
- **Menu button** – Displays available menu options. Menu options vary from screen to screen.

Home Screen:

The Home screen is two pages long and provides access to the following features:



1. **Status bar** – Check this horizontal black bar at the very top of the screen for icons indicating Wi-Fi status, battery level, file download status, and more. Tapping on the status bar will display a notification window which contains related information and links.

2. **Continue Reading** – The top section of the Home screen displays information about the most recently-opened book/periodical. Tap anywhere in this section to continue reading from where you left off.
3. **Recently Added** – The middle section of the Home screen lists the three most recent books that have been added to the Reader. Tap one to begin reading.
4. **Applications** – The remainder of the Home screen (i.e. the bottom section of page one and all of page two) is devoted to the various tools, services, and content available via the Reader. Collectively, these tools, services, and content are referred to as “Applications”
5. **Page Navigation** -- Touch the  in the lower-right corner of the screen (or press the > button) to go to page two of the Home screen.

Applications:

Choose from the following Applications to access the various tools, services, and content available via the Reader:

- **Books** – Lists books that have been downloaded or transferred to the Reader, as well as books saved on an inserted microSD card.
- **Reader Store** – Takes you to the Reader Store where you can search/browse for titles to purchase.
- **Periodicals** – Lists periodicals that have been downloaded or transferred to the Reader, as well as periodicals saved on an inserted microSD card.
- **Collections** – Lists preset and user-created collections.
- **Public Library** – Helps you find public libraries from which you can borrow books for the Reader.
- **Google Books** – No longer supported. Currently takes you to the Reader Store where there is a free books option.
- **Browser** – Launches the Web browser.
- **Purchased Content** – Takes you to your account at the Reader Store for downloading your purchased books and periodicals.
- **All Notes** – Lists any bookmarks/annotations that you’ve added to your books and periodicals.
- **Dictionary** – Allows you to look up a word in the dictionary.

- **Handwriting** – Allows you to use a drawing pad for drawing.
- **Text Memo** – Allows you to use a notepad for typing memos.
- **Pictures** – Shows pictures saved to the Reader and, if inserted, the microSD card.
- **Audio** – Lists and plays the albums and songs that you have saved to the Reader.
- **Settings** – Allows you to access and control a variety of settings associated with the Reader, including Wireless Network Settings, Date and Time Settings, and Browser Settings.

View Books:

To view a list of books that are currently saved on the Reader, select the Books application.

- **Display options** -- Books can be displayed in thumbnail or list mode. tap on the thumbnail  and list  icons in the upper-right corner of the screen to toggle between these display modes.
- **Sort options** -- Books can also be sorted in a variety of ways. To view and select a sort option tap on the sort  icon in the upper-right corner of the screen.
- **Search** – Tap on the search  icon to search for a book by title or author.

Hands On: Open the Books application and experiment with available display and sort options.

While in the Books application, press the silver Menu button  to see what menu options are available. (Be sure to note grayed-out menu options, as well as active menu options.)

Experiment with available menu options to see how they work!

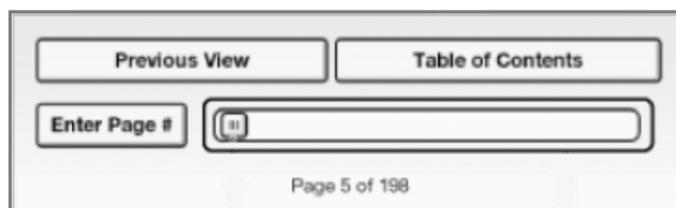
Open a Book:

To open a book from within the Books app, tap once on the book's title or thumbnail. Alternatively, tap and hold your finger on a book title or thumbnail to open a pop-up menu which gives you the following options: *Open*, *Delete*, *Protect*, *Info*, and, in the case of a currently checked out library book, *Return Book*. Select *Open*.

Navigate within a Book:

Once you've opened a book there are several ways to navigate within it:

- Use the < and > Page Turn buttons. Press once to move one page forward or backward. Press and hold to quickly flip forward or backward through multiple pages.
- Swipe your finger or the stylus horizontally from left-to-right or from right-to-left across the middle of the screen to turn forward or backward one page. Swipe and hold to quickly flip forward or backward through multiple pages.
- Tap once on the page number display at the bottom of the page to open the page navigation panel. From here you can navigate through the book by entering a page number, using a scroll bar, accessing a table of contents, or jumping to a previous view.



Hands On: Open a book and practice paging through it using several of the available methods, including page turn buttons, finger swipes, and the page navigation panel.

Tools to Enhance the Reading Experience:

While reading an eBook on the Sony Reader Wi-Fi, the following bonus features are available to enhance your reading experience. A few of these features mimic functionality available when reading a print book, but others are unique to the eBook experience.

- **Bookmark:** Tap once in the upper-right corner of a page to add a bookmark. Tap again to remove it.
- **Select a word:** Tap and hold your finger on a word to select it. When a word is selected a pop-up menu appears giving you the option to highlight the word, add a note to it, search for other occurrences of it within the book, or look it up on Wikipedia or Google. A dictionary definition of the word also appears at the bottom of the screen.
- **Select a passage:** To select an entire passage, begin by selecting the first word in the passage. Next, use your finger or the stylus to drag the vertical bar that appears at the end of the selected word to the end of the passage. You may then

choose the “Highlight” or “Add Note” option.

- **Zoom:** The zoom function allows you to temporarily zoom in on part of a page. Using your thumb and index finger on the touchscreen, pinch out to zoom in and pinch in to zoom out.
- **Adjust font:** While viewing a book, press the silver  Menu button. Select the Font menu option to adjust the font type and size.
- **Orientation:** While viewing a book, press the silver  Menu button. Tap on More. Select the Orientation menu option to toggle between portrait and landscape orientation.

Hands On: Experiment with the reading enhancement tools outlined above:

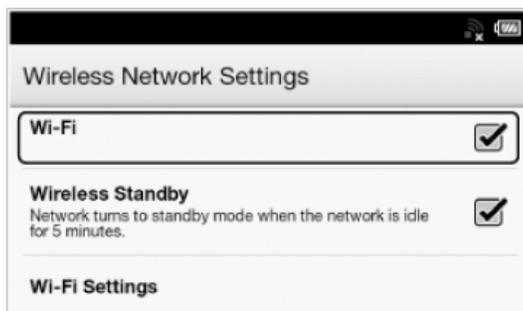
- Bookmark a page.
- Select a word to look it up in the dictionary.
- Highlight a passage and add a note to it.
- Zoom in and out.
- Change the font type/size.
- Change the screen orientation.

Wi-Fi:

In order to access the Sony Reader Store, your public library’s OverDrive service, Project Gutenberg, and other sites from which you can download eBooks, your Reader needs to be connected to a wireless network.

To check on the Wi-Fi status of your Reader, go to page two of the Home screen. Select Settings. Select Wireless Network Settings. (Alternatively, tap on the status bar at the top of the screen to open the notification window.)

Make sure there is a check in the box to the right of the Wi-Fi option. A check in the box means Wi-Fi is turned on.



Next, select Wi-Fi Settings. Tap Scan. The Reader will scan for and list detected networks. Select a network from the list to connect to. If the network is secured you will be prompted to enter a password.

Once you get confirmation that your Reader is connected to a network, you are ready to go out in search of books!

Getting free content from Project Gutenberg:

Project Gutenberg is one of many sites online where you can download free eBooks in multiple formats. To access the Project Gutenberg Web site go to page two of the Reader Home screen, and select the Browser application.

Tap in the URL box and type in the Project Gutenberg URL (<http://www.gutenberg.org/>) using the on-screen keyboard. Tap Go.

Alternatively, tap the  icon to the right of the URL box to access the Bookmarks screen. Tap the Project Gutenberg bookmark.

Once you arrive at the Project Gutenberg Web site, you can search or browse for content. Navigating the screen may be easier if you pinch out to zoom in. If you find a book you'd like to download, be sure to select the EPUB format. As soon as you select the EPUB format it should start downloading. You should see a download status indicator  in the status bar. Tap on the status bar to check on the download status.

Getting books from OverDrive:

One of the unique features of the Sony Reader Wi-Fi is its built-in access to OverDrive via the Public Library application! This eliminates the multi-step process of first downloading an OverDrive eBook to your computer, then connecting your eBook reader to your computer with its USB cable, and finally transferring the eBook from your computer to your reader using Adobe Digital Editions software.

Hands On:

For your final hand-on exercise you will download an eBook from the Nebraska OverDrive Libraries site directly to the Sony Reader Wi-Fi.

- Go to page two of the Home screen and select the Public Library application. This will open the Web browser and take you to <http://sonysearch.overdrive.com>.
- Search for a library by typing the library's name, state, or zip code in the search box or, if you'd prefer, you can use the "Browse for Libraries" option. (For this exercise pretend you are a patron of Chadron Public Library, zip code 69337.)

Hands On: (cont.)

- Once you find your library, tap on its name. This will bring up a page that lists your library's address, as well as a link to its OverDrive collection (Nebraska OverDrive Libraries, in the case of Chadron Public Library.)
- Click on the OverDrive link to go to the library's OverDrive site.
- Search or Browse for an EPUB eBook to check out. (Don't worry about finding a title you actually want to read.)
- Check out the book using your temporary patron information (library and library card number.)
- Tap on the Download button. Watch the status bar for confirmation that your download is complete.
- Press the silver Home button to return to Home screen. Find your book (under "Recently Added" on the Home screen or within the Books application.) Tap on it to open it.

To Return a Book:

- From within the Books application find the book you want to return. Tap and hold your finger on the book's title/thumbnail to open an Options menu.
- Tap the "Return Book" option. Tap "Yes" to confirm.
- Alternate Method: Press the silver Menu button  while in the Books application. Tap the "Return Books" menu option. This will cause check boxes to appear next to currently checked out titles. Tap the check boxes next to titles you want to return. Tap "Done." Tap "Yes" to confirm. The books will be returned and deleted from your Reader.

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