Technology Too: Electronics Boogaloo

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Housekeeping

• Slides and notes available online

• Who’s this for?

• Writer

• Questions? Ask!
Spoiler Alert
You do not have to feel that you need to know everything.

You’re okay just the way you are.
What does your job description say you do?
What do you really do?
• Unofficial services

• Providing good customer service means trying to provide the best experience.
  • Passing the patron off to another department can be slow and aggravating.
Workflow!

A patron comes up to the front saying that they can't find sources on pirates. What do you do next?
• How many of you knew what to do right away to help this patron?
• What questions did you ask?
• What resources did you recommend?
• People?
Problem Solving = Troubleshooting
What do you do well?
• Now pretend you're as awesome with technology as you are with ________.

• Confidence is key when someone comes to you with a problem. They're likely freaking out so the best thing to do is to reassure them that you'll get the problem figured out.
Panic on the inside, not on the outside.
Tech Workflow!

A user runs up to the front saying that the computer they were using just crashed and they hadn't saved the paper they were writing. What do you do next?
• How many of you knew what to do right away to help this patron?
• What questions did you ask?
• What resources did you recommend?
• People?
### 7 Layers of the OSI Model

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Person
- Listen to the problem
- Ask follow up questions

Assess the situation
- Ideas to solve the problem
- Are others reporting the same problem?
- Recreate the problem

Physical
- Cables
- Restart

Software
- Uninstall/reinstall
- Temporary file location

Network
- Contact vendor/IT department
- Find workaround
What if the computer is totally beyond what you can do, what next?
• Stay calm and call for help.
• Got an IT department? Give them a ring.
  • No IT department, what about your coworkers, are any of your students or staff better with tech than you are?
You’ve done everything you can and you can’t save the paper, what now?
In the end, even if the paper isn’t recovered or the problem isn’t fixed hopefully the patron had better a experience in the end.
• Google is your friend

• GCFGlobal

• Lynda
  • IT Help Desk for Beginners: Troubleshooting Tips
IT Problem Greatest Hits

Lost file

Slow computer

Printers
Tools of the Trade

**Malwarebytes**
Anti-malware

**CCleaner**
Clears cache, cookies, temporary files, and more

**Glary Utilities**
All-in-one cleaning utility

**Recuva**
File recovery
Questions?
Contact
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