

Text Chat

11:58:03 AM from eileen oshea to All Participants:

Hi everybody! We'll be starting soon. If you haven't already done so, you can download handouts for today's webinar here:
<http://infopeople.org/training/e-government-questions-helping-users-navigate-online-government-resources-without-practicin>

12:01:00 PM from Melanie Hensey to All Participants:

Could you send the handout links again. I seem to have deleted them!

12:01:21 PM from Mary Minow to All Participants:

you can download handouts for today's webinar here:
<http://infopeople.org/training/e-government-questions-helping-users-navigate-online-government-resources-without-practicin>

12:01:32 PM from Stanley Strauss to Infopeople Project (privately):

Handouts:

<http://infopeople.org/training/e-government-questions-helping-users-navigate-online-government-resources-without-practicin>

12:10:49 PM from Susan Mark to All Participants:

If they ask where something is specifically in the statute, is it legal advice to try to find the right statute?

12:13:07 PM from eileen oshea to All Participants:

See: <http://aallnet.org/chapter/scall/locating.htm> for that publication

12:16:01 PM from eileen oshea to All Participants:

See: <http://pascolibraries.org/files/policies/egovernmentsservicepolicy.pdf>

12:19:45 PM from eileen oshea to All Participants:

See: <http://data.ca.gov/>

12:21:15 PM from eileen oshea to All Participants:

It's an online course, actually. It starts May 3.

12:21:26 PM from eileen oshea to All Participants:

it lasts 4 weeks.

12:21:59 PM from eileen oshea to All Participants:

See description here:

<http://infopeople.org/training/accessing-and-using-free-government-information-0>

12:22:22 PM from eileen oshea to All Participants:

Florida: <http://www.gethelpflorida.org/>

12:23:58 PM from eileen oshea to All Participants:

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See:

<http://egovflorida.pbworks.com/w/page/26078233/Best-Practices-for-Patron-Computers>

12:25:41 PM from eileen oshea to All Participants:

About MCSE: <http://www.microsoft.com/learning/en/us/certification/mcse.aspx>

12:29:34 PM from sarah scruggs to All Participants:

i said, i can't help you with that. it's against facebook's rules.

12:29:35 PM from Allison Angell to All Participants:

Someone wanted to change their age on a Facebook profile.

12:29:55 PM from sarah scruggs to All Participants:

this person was lying about name, age, location, religion, and was very nervous

12:29:55 PM from Claudia Race to All Participants:

Re Yes, tried to get me to tell them how to cheat IRS. I just explained I could not help at all, just give out the forms.

12:30:18 PM from Amanda Lacy to All Participants:

lol, i've had that with unemployment

12:30:33 PM from Amanda Lacy to All Participants:

told them I wasn't familiar with it

12:32:25 PM from Janet Webb to All Participants:

i would say depends on the question

12:33:26 PM from Kathleen Goodyear to All Participants:

But it's good to keep in mind that anyone can sue anyone else, no matter how frivolous.

12:34:33 PM from eileen oshea to All Participants:

ALA government toolkit:

<http://www.ala.org/ala/issuesadvocacy/egovtoolkit/index.cfm>

12:35:27 PM from Pamela H Stone to All Participants:

possibly---but usually it will only be valid if there is intentional fraud

12:39:07 PM from Pamela H Stone to All Participants:

many librarians are notaries in Florida

12:39:46 PM from Melanie Hensey to All Participants:

We tell patrons to bring someone they trust, a family member for example, to help them fill out the forms.

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12:46:30 PM from Amanda Lacy to All Participants:

This has been a very informative webinar

12:47:10 PM from Pamela H Stone to All Participants:

We no longer have the staff to "walk" people through forms.

12:47:19 PM from Janet Webb to All Participants:

what about divorce papers? courthouse will not tell person what forms the need.
we have a divorce packet and ask patrons if they need particular forms

12:47:21 PM from Sandra Smith to All Participants:

The same questions would apply to patrons who don't read/speak English

12:47:43 PM from Lara Wrightson to All Participants:

What about people with language barriers? Explaining the meaning of a word might be seen as interpreting.

12:48:44 PM from Lara Wrightson to All Participants:

Not using it

12:48:45 PM from Fran Barba to All Participants:

Very helpful and informative - thank you!

12:48:52 PM from Amy Rogers to All Participants:

Works great for me.

12:48:57 PM from Amanda Dias to All Participants:

@ Janet, we usually give patrons the packet of papers and let them decide which form they need.

12:49:12 PM from Janet Webb to All Participants:

so do I thanks

12:49:20 PM from Sonata Kao to All Participants:

where to get the forms/

12:50:06 PM from eileen oshea to All Participants:

Good site for forms: <http://search.usa.gov/forms>

12:50:08 PM from Jerry Dear to All Participants:

How do we ensure patron privacy -- and patrons ask, "Don't we monitor patrons from watching porn when children are around?"

12:50:13 PM from Janet Webb to All Participants:

@Amanda -- are we making choices by having packet

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12:50:18 PM from Amy Rogers to All Participants:
Beth, I had the same problem, but found that if I expanded the window, it will stay in place.

12:50:22 PM from Pamela H Stone to All Participants:
Our libraries have the special machines for handicapped persons.

12:51:20 PM from Jerry Dear to All Participants:
We avoid monitoring what people do at the terminals.

12:51:28 PM from Amanda Lacy to All Participants:
for computer use we had a policy

12:51:35 PM from Amanda Lacy to All Participants:
which says no porn use

12:52:02 PM from Pamela H Stone to All Participants:
It is a public place, and we have a stated policy that porn is strictly forbidden. If caught, you're history. We also try to keep the kids and single adults separate, which helps.

12:52:06 PM from Amanda Lacy to All Participants:
we also post computers are being monitored

12:52:28 PM from teri elgin-smith to All Participants:
Thank you!

12:52:28 PM from Lara Wrightson to All Participants:
We make it a practice to clearly look away when typing in SS numbers and passwords.

12:52:30 PM from Jerry Dear to All Participants:
Ok--thanks for the feedback.

12:52:37 PM from Fran Barba to All Participants:
Thanks again!

12:52:38 PM from Emilyn Linden to All Participants:
Thanks for the informative presentation.

12:52:40 PM from Nancy Rifkin to All Participants:
Thank you Mary!

12:52:40 PM from Amy Rogers to All Participants:
Thank you!

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12:52:43 PM from Janet Webb to All Participants:
thanks, very good

12:52:46 PM from Antonia Ruiz-Koffman to All Participants:
Thank you!

12:52:47 PM from Amanda Lacy to All Participants:
Thank you very much

12:52:48 PM from Lara Wrightson to All Participants:
Thank you.

12:52:48 PM from Pamela H Stone to All Participants:
Thanks, Mary!

12:52:49 PM from Taryn Kingery to All Participants:
Thanks!

12:52:49 PM from Melanie Hensey to All Participants:
Thanks!

12:52:58 PM from Susan Mark to All Participants:
Great presentation!

12:53:00 PM from Irma Almaguer Almaguer to All Participants:
Thank you very much for all the information. :)

12:53:04 PM from Allison Angell to All Participants:
Thanks! Very informative!

13:01:30 PM from Infopeople Project to All Participants:
Survey shows up when you exit. Certificate shows up after you complete survey.
Just go to, File/and Leave Evnet.