

Text Chat Transcript for Feb 13 Webinar: What Your Tech Wants You to Know

Eileen O'Shea:the slides for today's webinar can be downloaded in the box below, or here:
<http://infopeople.org/training/what-your-tech-wants-you-know>

Michelle Foster:Spying

Cathy Thomann 2:We want to tell others what to tell us!!!

Janet Kowal:here to find out what others need to know

Michelle Rucker:I'm the "tech troop" for my branch, the go-between for my branch and IT

Diana Davis:what Cathy said

Lisa Lindsay:Michelle, I'm go between as well.

Angie Baugher 2:makes an ass of u and me

Barbara Reich:No IT staff in our library have to work with Corporate IT, who have no library specific knowledge.

Delores Preston:Delores Preston

Cheryl Hughes:Cheryl Hughes: Still no volume

Annick Dellmann-Schafer:I'm in - thanks!

Eileen O'Shea:Yay!

Michael Sheffield:yay

Michael Sheffield:>>>>>looks like me on a normal day LOL

Julia Stuart:you all called ME and I was still asked to leave by a corporation who said I called them.

Eileen O'Shea:in my experience it involves a lot of crawling under desks and tables.

Janet Kowal:yes, Eileen, on the one day you wear a skirt to work!!

Eileen O'Shea:not sure what happened julia - but I'm glad you got in finally!

Michael Sheffield:LOL Janet

Eileen O'Shea:@Janet - :-)

Lyndia Rawlings 2:Lyndia Rawlings

Douglas Mason:That is accurate!!

Sandra Chambers:really?

Eileen O'Shea:high speed internet is a relative term

Marti Sassone:Our high speed is sometimes slower than dial up.

KIMBERLE FIELDS:only complain when it slows down for some reason or another.

Eileen O'Shea:what?!? he didn't?

Sandra Chambers:I think he did invent the Internets

Julie James:main complaints = sites that are not work-related. Our IT dept throttles Facebook, etc

Cathy Thomann 2:Ours too...

Michelle Foster:Awesome Packard Bell!

Eileen O'Shea:I remember computers like that!

KIMBERLE FIELDS:true someitmes it's the website not our network that is the reason why it's slow or not downloading

Michael Sheffield:no Sandra..he invented “global warming “ <jk>

KIMBERLE FIELDS:we do replace them on a cycle.

Janet Kowal:us too - patrons get the new ones, then staff gets the hand-me-downs

KIMBERLE FIELDS:some USBs do not work with the new Windows. wonder what will happen when we switch all of the computers over.

Claudia Race:How can we convince IT to have a cycle of rotation. My CPU is over 10 yrs old. Some public are very old, and our laptop batteries die within a year-18 mos.

Sandra Chambers:what?

Isa Small:Eau Claire Library has a couple

Michael Sheffield:not here (:

KIMBERLE FIELDS:we do

Michelle Rucker:I thought you were talking about a person!

Michelle Rucker:ha

Marti Sassone:We have digital picture frames

Michael Sheffield:LOL Michelle

Sandra Chambers:ha @Michelle

Julie James:Kimberle - we had an issue with an encrypted USB drive that wouldn't work with Windows 7, but I went to the manufacturer's site and they had a fix to install on it.

Deborah Bohannon:not here

Michelle Rucker:Then i figured it out

KIMBERLE FIELDS:at first i thought she meant a person as well at first...

Cathy Thomann 2:That's awesome.

Eileen O'Shea:*hangs head in shame*

Claudia Race:Happens here.

Janet Kowal:I'm going to try that!

Michael Sheffield:Youre the one :)

Stephen Hovey:This is why I love open source

Sandra Chambers:they can't?

KIMBERLE FIELDS:love that. but our tech just tells us we have to live with it. he's cool. though not condescending

Claudia Race:If they can't change/fix....then they should explain in layman's terms and not tech talk.

Michelle Rucker:Complain about PC reservation system?? Never!

Janet Kowal:sometimes we don't know why it does what it does

KIMBERLE FIELDS:software never does exactly what we want. MS Office is just ugh... and our ILS system... but our techs call the vendors for us.

Michelle Foster:It might not be their fault - IT ususally doesn't set the budget.

A B:Batteries always die in that time :(

KIMBERLE FIELDS:Thanks Julie!

Cathy Thomann 2:Do you participate in erate, Claudia?

Julie James:3-4 yrs rotation cycle - you pay staff MUCH more for their time than the \$500 for a new PC

Diana Davis:Recommend that you start with a Technology plan

A B:Its all about attitude

Paul Casalaspri:4-5 year rotation. 6 year max in really bad budget, but beyond that, the systems cost more in wasted time and problem resolution than getting new systems.

KIMBERLE FIELDS:It staff does not set the budget. they ask for and suggest and the admin approves or disapproves.

Julia Stuart:IT has explained to us that we are almost the bottom of the barrel insofar as computer repair. Payroll and patient care and administration are all above us.

Barbara Reich:Julia, what about grant money? Our last two replacement cycles came from grants.

Julie James:reimaging computers does wonders, so does installing Windows 7 on older PCs

Barbara Reich:From NN/LM Mar, which I know is also your RML.

Kay Hicks:I've had staff say "we've had problems with that computer". When tested it was the website being accessed

Sandra Chambers:cute kid..I need her at the ref desk

KIMBERLE FIELDS:our first big upgrade and extra computers came from a corporate sponsor and the admin then set about fixing the budget so we always had a certain amount of money for Tech upgrades and whatnot.

Julia Stuart:We have gotten some from grants, but software problems are more of a problem than the computers themselves

Michael Sheffield:Sandra she is here but she is NOT as innocent as she looks :)

Julia Stuart:IT is so busy, they often don't have time to fix things right away

Sandra Chambers:lol

Claudia Race:Boy they make us feel stupid.

Julie James:I highly recommend Centurion SmartShield, lets me manage over 100 PCs

Janet Kowal:we don't mean to

KIMBERLE FIELDS:screenshots! the IT people taught me about them and i love them!!!!!!

Pendleton Staff:if it's an acronym, or involves numbers, you need to break it down for me.

A B:Screencasts even better ;)

A B:(recording clicks)

Stephen Hovey:I have a hard time knowing where the line is on 'laymen' terms

Carrie Scarr:screenshots - definitely a communication tool!

KIMBERLE FIELDS:they speak a different language. i ask for translations if i need to otherwise i just let them talk and nod and smile.

Isa Small:I <3 Jing!

A B:yup jing

Carrie Scarr:I've installed Jing on all the staff computers - big time saver!

Eileen O'Shea:Jing!!!

April Everett:wish we could have jing; our IT has our download abilities locked down tight

Isa Small:Great for virtual reference with patrons as well.

Wendy Wright:Jing?

KIMBERLE FIELDS:oh communication is key for shift changes! we keep having to reiterate that but it does help.

Eileen O'Shea:If you want to learn about Jing: <http://www.techsmith.com/jing.html>

A B:Say that again?

Janet Kowal:we use a "help desk" (wordpress) where staff posts problems, and the tech team always answers with the solution or what we tried

Frank Noto:IT locks downloads for a reason

KIMBERLE FIELDS:haha i just talked to our tech about not communicating well.

KIMBERLE FIELDS:we have a elp desk that we only use if the tech is not available or it's a big problem.

Sandra Chambers:we only call IT as last resort..then we hear.."did you turn it on and off?"

Julie James:bombarding your tech when they walk in the door makes them cranky, too

Tina Emerick:and you don't like to be bombarded by IT guys when you are working on soemthing too

Janet Cronbach:We have a helpdesk system and it is pretty good. However, the It dept usually closes a ticket when they believe they have addressed the issue. when - as often - the issue remains, the entire problem needs to be re-reported.

A B:The Internet down is better ;)

Sandra Chambers:all of the above

A B:downforall.com ?

Barbara Reich:Ditto, Janet. Ours is pretty good, too, but I wish they would ask *me* if it were resolved before they decide it is and close the case.

Tina Emerick:there is web site is down you tube

Michelle Rucker:It has a purple cover

Sandra Chambers:we get that all the time

A B:Clerks

Pendleton Staff:We learn to ask leading questions: Techs can do that also!

Tina Emerick:book is this big and yellow cover can you find it?

Michael Sheffield:i have had that one alot.. like tell me what part of the bible where Jesus says "blah blah"

Michelle Trueblood:Our help desk software automatically take a screen shot when a ticket is submitted

Sandra Chambers:yep

Lisa Lindsay:screenshots are really hard to capture from the public side.

Sandra Chambers:that "thingy"

Lisa Lindsay:you are trying to help the person

KIMBERLE FIELDS:yes. they always aks youwhat the error message said. and then i am like um..... so they taught me about the print screen button.

Lisa Lindsay:cell is a good point

Julie James:Alt-prt scrn to capture, paste to Word or Email

Lisa Lindsay:I have done that for sure

Pat McGee:Worse thing in our library is when the Techs want you to go into the Server Room to reboot something and thee are 10,000 machines in therre that are unlabeled.

A B:Cameraphone assumption :P

Julia Stuart:we keep a folder with all this material (screenshots and the like) in a folder for IT when they come in

Eileen O'Shea:that coke can was nowhere near the computer!

Julie James:if it is a virus alert, please don't try on every staff computer and infect them all

KIMBERLE FIELDS:every now again we need to reboot our wifi. they have lables and normally they are on the phone with us when we do it.

Sandra Chambers:never spilt coffee

Cathy Thomann 2:Assuming you're allowed to have more than one browser...

Eileen O'Shea:killed more than one keyboard with coffee.

KIMBERLE FIELDS:i di dlearn about trying it on anther browser. that does work alot for web issues. explorer does not like a lot stuff.

Marti Sassone:We are only allowed IE

KIMBERLE FIELDS:oh poor Marti.

Michelle Rucker:@Marti - im so sorry

Marti Sassone:::(

A B:ie rox

Stephen Hovey:marti: chrome has an enterprise version now

Julie James:and Firefox has a portable version you can run off a USB drive

KIMBERLE FIELDS:i just can't do it. y'all think different.

Eileen O'Shea:which version of IE? there are a LOT floating around out there

A B:9

Lisa Lindsay:IE only on our public machines, it is a dead-end sometimes

Douglas Mason:Bawls!!

Cathy Thomann 2:Us too Marti...

Stephen Hovey:cookies!

A B:i play d3!

Carrie Scarr:I'm drinking Red Bull - ha!

Eileen O'Shea:I have a propeller hat

Cathy Thomann 2:And we're not all on the same version

KIMBERLE FIELDS:umm i work at alibrary geek membership is required but still don't speak techlanguage.

Michael Sheffield:i could use a dorito and red bull about now

Marti Sassone:We are up to 9 now. Thankfully

Michelle Rucker:aww, I thought furry kittens were involved

Eileen O'Shea:@Michael - just the one Dorito?

Michael Sheffield:well .. one at a time LOL

Tina Emerick:chocolate

Michael Sheffield:Tina dont go there . i havent eaten yet

Chris Grantham:save the chocolate for tomorrow

Tina Emerick:lol sorry

Michael Sheffield:)|

Eileen O'Shea:that could be a good tech support response: "have you tried chocolate/"

Pat McGee:Or save the chocolate for Easter

Michelle Foster:Chocolate is an excellent gift for IT people too

A B:i want a cadbury easter egg

Michael Sheffield:Tina ate the chocolate

KIMBERLE FIELDS:check other websites... sometimes i remember to do that sometiems i don't.

Julia Stuart:they almost always tell me to reboot

Michelle Foster:Rebooting almost always works

Stanley Strauss:<http://downforeveryoneorjustme.com/>

KIMBERLE FIELDS:doyou know how hard it is to fllow a wire when evey single one is black except one?!

Sandra Chambers:yes, it is PLUGGED in

Michelle Rucker:Power cords are the number one things I fix for my staff

Julia Stuart:true enough, rebooting does help

A B:@stan, thats wha i was referring to

A B:printwhatyoulike.com

Marti Sassone:Print preview helps

Sandra Chambers:because we cry

A B:black screen of death? ;)

Michelle Rucker:printing from Google Drive too (with a format that is not a Google Doc) will result badly.. download it first, then print

KIMBERLE FIELDS:haha our techs ask us this alot as well. di you restart??

Wendy Wright:YES Black Screen of Death!!!

Lisa Lindsay:do any of you guys allow patrons to teomp save on desktop? always tricky when people don't have flash drive etc. need a quick option, used to allow temp files, now don't

Diana Davis:and yes, Macs too, printers, laptops, and smart phones - reboot!

A B:we allow saving but after they logoff the machine wipes and cleans w/our deafault settings

Tina Emerick:dropped from the roof

Stephen Hovey:we have a temp virtual drive that goes away when the patron logs off

Janet Kowal:Lisa - we do. We also have a USB drive in our reference desk to lend temporarily

Carolyn Graham:MWSnap3 allows you to "take a snap" and save or copy /paste or print anything you see

Isa Small:We don't allow patrons to save to computer at all...but we lend flashdrives that have been abandoned by previous patrons.

Michelle Foster:We have a temp drive too that gets cleared out on reboot

Janet Kowal:with DeepFreeze, we don't worry what patrons save to the computer. It's gone upon reboot

Carrie Scarr:DeepFreeze is awesome!

Eileen O'Shea:that's a great smartphone tip: shut it down and then restart it. poor little things never get to shut down.

A B:cripes!

Michael Sheffield:we dont let them save except to their flash drive.. and most of them freak out when they get booted off..but i wasnt done with my resume

A B:send me your money

Lisa Lindsay:ya we have a loaner but the option to save on temp drive was much easier

KIMBERLE FIELDS:we do allow to save to the desktop NOW. It doesn't earse until the end of the day thoguh so we have to tell people to erase their scans and stuffoff the desktop.

Paul Orkiszewski:We use deepfreeze but we also set up a partition of 'thawed' space for saving files

KIMBERLE FIELDS:the loaner usb's walk so we stopped that.

Kelli Ham:a guy in my vanpool sends suspicious emails to work and clicks on links from his work email, since "the IT guys here have the best security!"

Stephen Hovey:Tea leaf reading

KIMBERLE FIELDS:i have so done that.

Lisa Lindsay:those that allow temp saving, have you had people crash system/infect with virus? that is reason for change here but I wonder how likely such a problem would be

Deborah Bohannon:Claudia, to your much earlier question on rotation...of course \$\$ in the budget is the main reason for rotating cpus out or not. Even though we've had severe budget cuts for 4-5 years now, our IT dept is able to put aside enough to keep our students' and staff's cpus up to date. even if we have to forego something else. Suggest to your managers that your public cpus must be up to date in order to keep your patrons coming or else they will go elsewhere. Our students are very tech and we have to stay up to date or else they'll take their enrollment elsewhere.

Eileen O'Shea:@Kelli - are you serious?

Michelle Trueblood:I received an email that said Help I can't send emails!

KIMBERLE FIELDS:that only had to happen tome once.

Sandra Chambers:lol Michelle

Kelli Ham:yes! I told him to STOP doing that!

Michael Sheffield:LOL

A B:theres smoke coming out of the monitor, is there a fire at your website?

Michael Sheffield:no AB it is bbq time :)

Tanya Slaughter:Will there be a recording of this be available? I lost track of my time zone and came in late.

A B:yum

Michael Sheffield:tanya yes at the bottom

Claudia Race:Deborah: thanks for the tips

Eileen O'Shea:Yes, Tanya. This is being archived.

Sandra Chambers:oh noooooo

Eileen O'Shea:We will archive the text chat, too.

KIMBERLE FIELDS:i have done that as well now i check to see what printer is it being sent to.

Tina Emerick:now you tell us where is the delete button...

A B:mesh ends today :(

KIMBERLE FIELDS:oh we have remote connection.

Michael Sheffield:good im going for Tinas CHOCOLATE then LOL

Sandra Chambers:lol

A B:lol

Michelle Foster:That has so happened to me!

KIMBERLE FIELDS:it is especially useful for weird problems that they need to see in order to fix/understand.

A B:yikes

KIMBERLE FIELDS:wow. really? I feel like a tech genius now.

Claudia Race:To everyone who added to tips for rotation, thank you!

Michael Sheffield:I had one patron stick the library card inside the floppy drive slot true story

Eileen O'Shea:I once had to help a person who was trying to insert microfiche into a floppy drive.

Marti Sassone:That sounds like some of our patrons

A B:nice mike

Rita Scrivener:lol we had someone try to pay for something online by sticking their credit card in the vent!

Tina Emerick:I did too Michael

Michael Sheffield:~)

KIMBERLE FIELDS:i have newver done that. yay!

Michael Sheffield:omg this is "normal" Lol

Sandra Chambers:oh cute

Tina Emerick:lol

A B:hot jumbalya

Eileen O'Shea:awwwwww....

KIMBERLE FIELDS:hee hee hee that is great.

KIMBERLE FIELDS:love...

Jeanne Mulcahy:Was that wire I just tripped over important

Michael Sheffield:LOL Jeanne

KIMBERLE FIELDS::-D

A B:tiring

A B:oh im ready4this!

A B:yup

KIMBERLE FIELDS:yup.

Sandra Chambers:explode

A B:zap

Eileen O'Shea:explosion?

A B:lol nice

Michelle Foster:what's a plug

Michael Sheffield:yeah ask the staff at the superdome about "accidents" (LIGHTS)

A B:lol

Michael Sheffield:lol mICHELLE

Michelle Rucker:Often plugs look together, but just need to be more snug

Michael Sheffield:oops sorry caps

KIMBERLE FIELDS:so that shiny thing goes in that hole? um i don't trust it. you do it.

Lisa Lindsay:charging wheelchairs too!!

Marti Sassone:Our patrons are always unplugging the computers

Tina Emerick:many extensions cords together is that bad?? j/k lol

Michael Sheffield:yeah Kimberly that "thingymacallit"

Sandra Chambers:nothing is working right

KIMBERLE FIELDS:exactly

A B:aw kitty

Eileen O'Shea:tech fail! :-)

Pat McGee:Tiger there

KIMBERLE FIELDS:hahah a tech fail.

A B:awww hmpf

Michelle Foster:Awww

Michael Sheffield:awwwwwww

Stanley Strauss:Operator error!

Carrie Scarr:The staff will say the Internet is down, when it's just the ILS

A B:center park

KIMBERLE FIELDS:haha floppy drives. we do have some drives that still have them.

Tina Emerick:and make sure you have a kitten while reporting the problem

Stephen Hovey:cookies are better

Michael Sheffield:Kittens are good :)

Tina Emerick:no problem

A B:meouch

Sandra Chambers:give tech a kitten?

Eileen O'Shea:kittens!

A B:lol

Michael Sheffield:"give your tech a kitten day?"

Isa Small:if they gave out kittens everytime we reported a tech problem...there'd be a lot more IThelp requests

Michael Sheffield:LOL

Eileen O'Shea:"there's a kitten in the CPU!"

Isa Small:hand raised

Michael Sheffield:the new bob dylan song Eileen

Tina Emerick:moooooo

Sandra Chambers:If you give a tech a kitten...

Michael Sheffield:HAHA

KIMBERLE FIELDS:lol

Eileen O'Shea:hah!

KIMBERLE FIELDS:love dilbert

Carrie Scarr:lol

A B:is that a dog?

Michael Sheffield:dilbert and ziggy keep me alive :)

Dan Nieman:Had one of thos

KIMBERLE FIELDS:well i don't know about Mircrosoft and FAcbook.. they may be the enemy.

Laszlo Latkoczy:Hey, we're nice people

A B:faceyspace is the enemy

Isa Small:i LOVE our IT people...so friendly and helpful!

A B:how best to handle IT person that talks down to you?

Diana Davis:Just great! Thank you from the techs.

Anita Cleary:Engaging presentation. Excellent slides.

Tina Emerick:I give our IT guy food he runs all around the building when he is here

Lisa Lindsay:our system puts computers out of order at the whole branch on a routine basis so tech support can do onsite updates etc. biweekly or monthly depending on size

Michelle Foster:I respect bluntness - it's quicker and you get more done

KIMBERLE FIELDS:our TI people are very frinedly and polite and funny as well. ok there is one guy who really talks downto fol and we think he has a form of aspergers cuz he'sjust differnt and does not see the problem at all. really truly doesn't.

Lisa Lindsay:why can't this work be done remotely during closed hours?

A B:ty

Jenna Nelson:I missed the first 10 minutes (tech problems, lol). Is this webinar going to be available archived?

Eileen O'Shea:Yes, Jenna!

A B:mhm ;)

Michael Sheffield:yes it is archived

KIMBERLE FIELDS:we feed them and give them mountain dew.

Stephen Hovey:cookies!

KIMBERLE FIELDS:what is up with IT people and mountain dew?

Lisa Lindsay:do any other close public PCs on a regular basis so IT can do work?

Julie James:be honest with your IT people, esp when you get a virus. They CAN see every site you've visited, but they really don't care that much.

A B:lol mtn dew ;)

Janet Kowal:this was a great presentation - thanks so much

Michael Sheffield:KIMBERLY ok tina i want the chocolate and Kim i want the dew :)

Jenna Nelson:Thanks!

Eileen O'Shea:It's the caffeine.

Claudia Race:How can we get IT to be more customer services oriented?

Tina Emerick:some problems can't be duplicated right away

Michael Sheffield:caffene is LIFE!!

Carrie Scarr:Because MT Dew is awesome - it's our thing

Carolyn Graham:often the difficult thing is trying to figure out where the problem lies between the software and hardware so that means asking the same questions from tech support and from

software vendor. That takes a long time and those two parties dont seem to like talking to each other and try to talk throug h me.

Infopeople Project:Archive no later than tomorrow.

Jenna Nelson:Perfect, I really appreciate it.

A B:IT don't want it; that's y they're IT (stereotype)

KIMBERLE FIELDS:haha i am eating some chocolate...

Wendy Wright:Hiring practices must screen for communication and training skills

Beth Eby:Thanks!

Claudia Race:Thank you!

KIMBERLE FIELDS:we send out IT to the same customer service training we get.

Lisa Lindsay:our IT had to do ref desk when public service staff were on strike. it was telling

Tina Emerick:KIm give me back my chocolate!!!

Natalia Ryvkin:Thank you!

A B:typically not people oriented

KIMBERLE FIELDS:sometimes our techs are friendly to us but not the customers.