

Helping Customers (and Family and Friends) with Technology





Maurice Coleman

He/Him/His

Consultant/Author

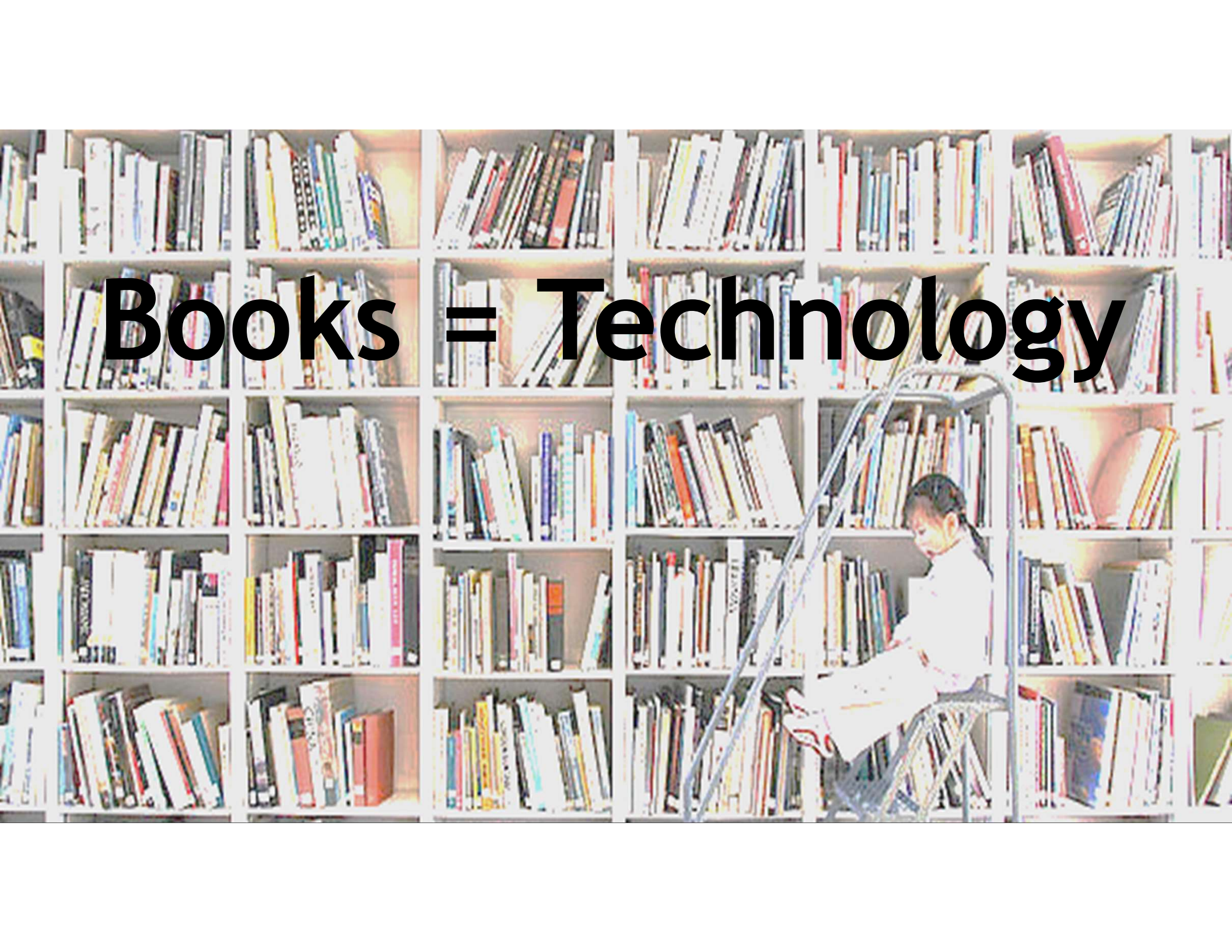
Trainer/Speaker

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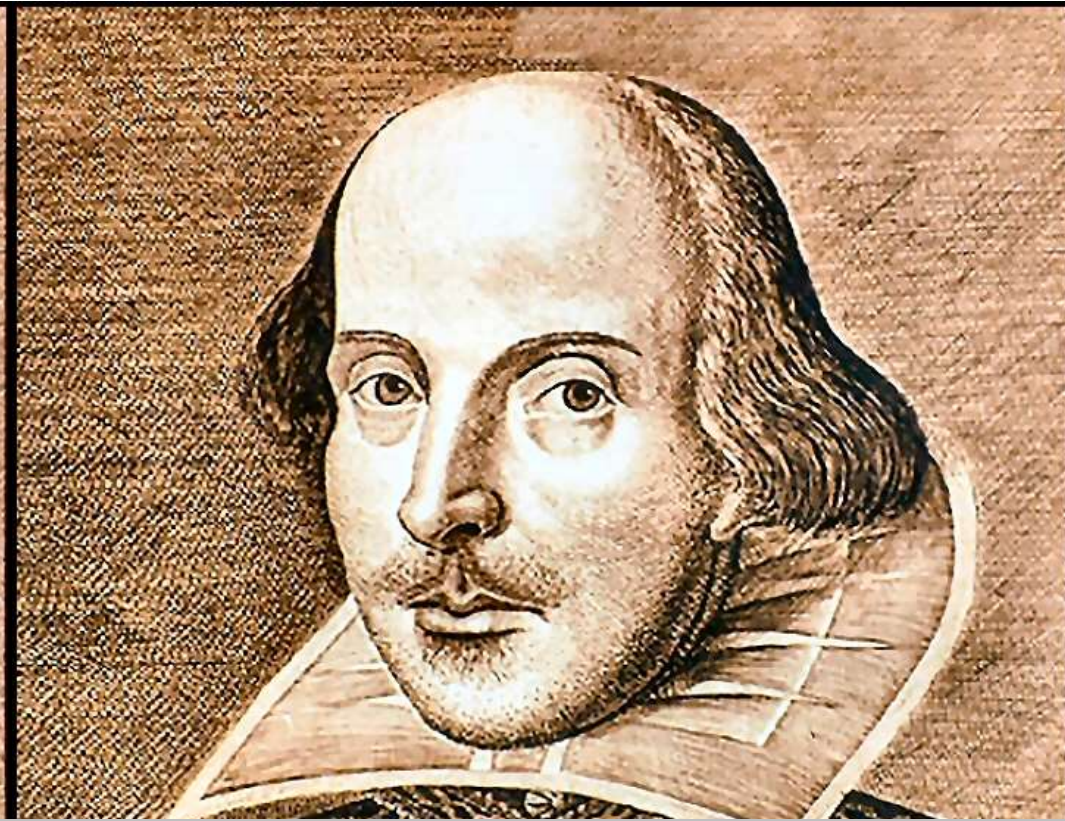
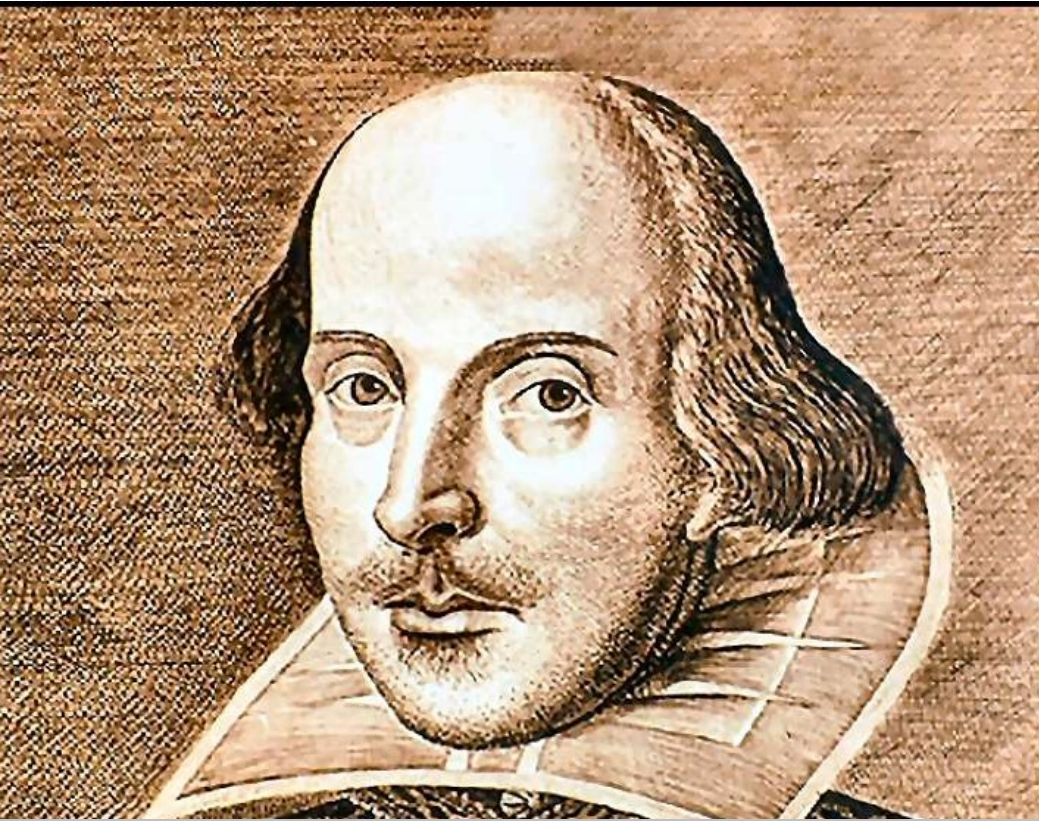




**DON'T
PANIC**



Books = Technology



Tech = Shakespeare

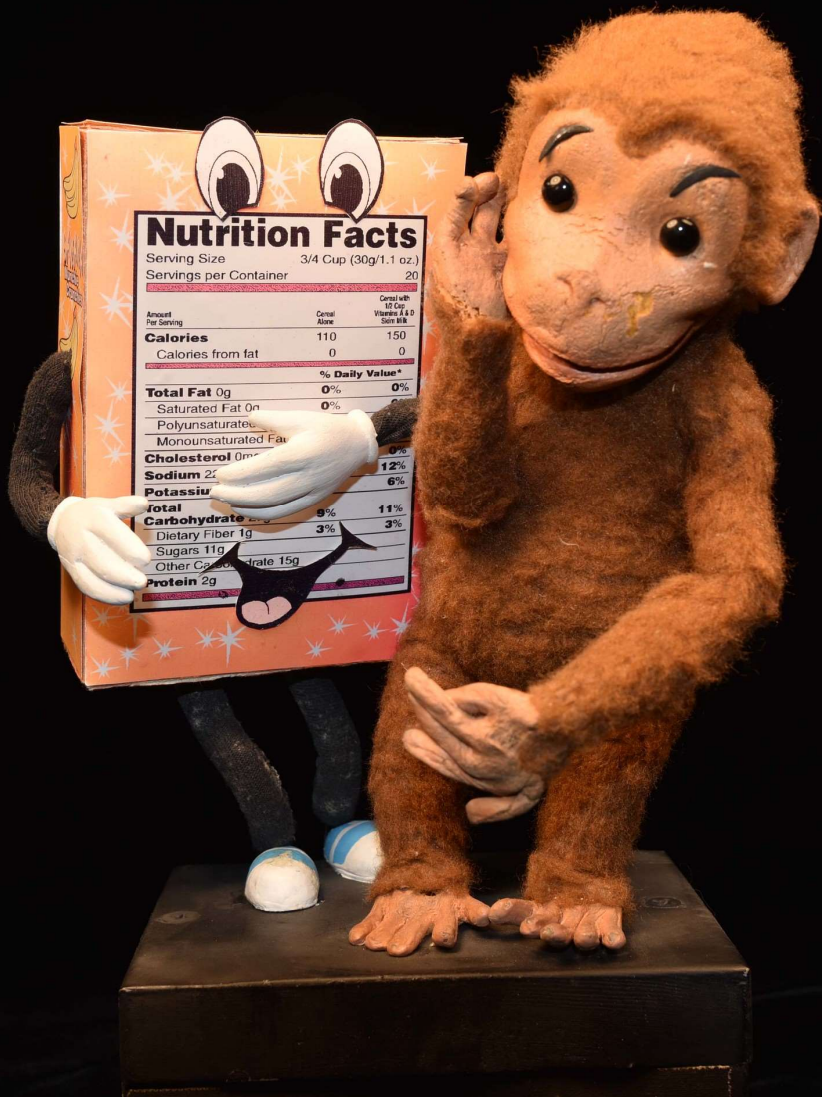




Be
Welcoming

Increase Visibility/Approachability





Interest and Curiosity

LISTEN!

THE ENEMY MAY BE TALKING

DON'T TALK!

THE ENEMY MAY BE LISTENING

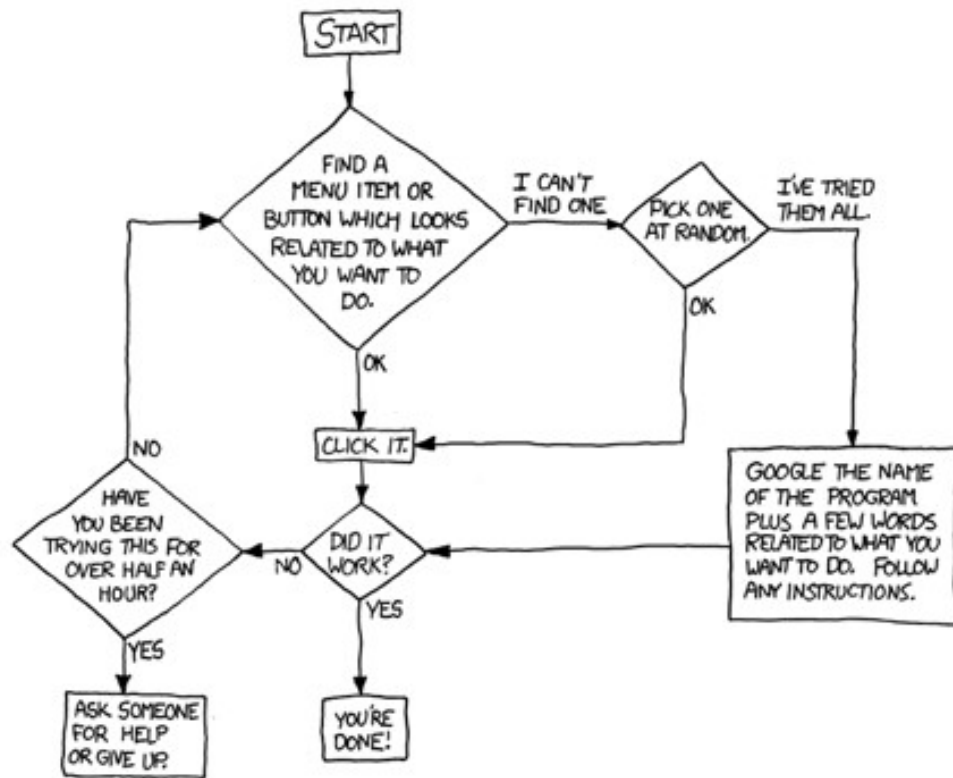
Interview them to
figure out what
they are trying to do.

Searching
Explain As
You Go



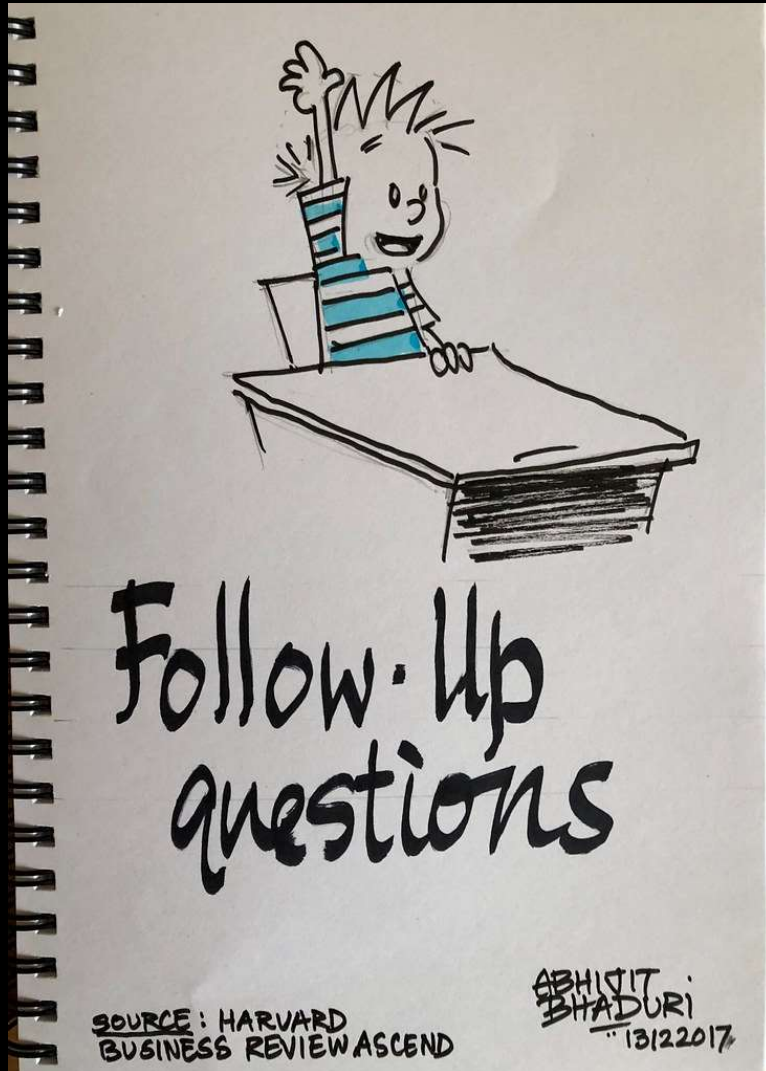
DEAR VARIOUS PARENTS, GRANDPARENTS, CO-WORKERS,
AND OTHER "NOT COMPUTER PEOPLE."

WE DON'T MAGICALLY KNOW HOW TO DO EVERYTHING IN EVERY
PROGRAM. WHEN WE HELP YOU, WE'RE USUALLY JUST DOING THIS:



PLEASE PRINT THIS FLOWCHART OUT AND TAPE IT NEAR YOUR SCREEN.
CONGRATULATIONS; YOU'RE NOW THE LOCAL COMPUTER EXPERT!

Show them how to target their searches

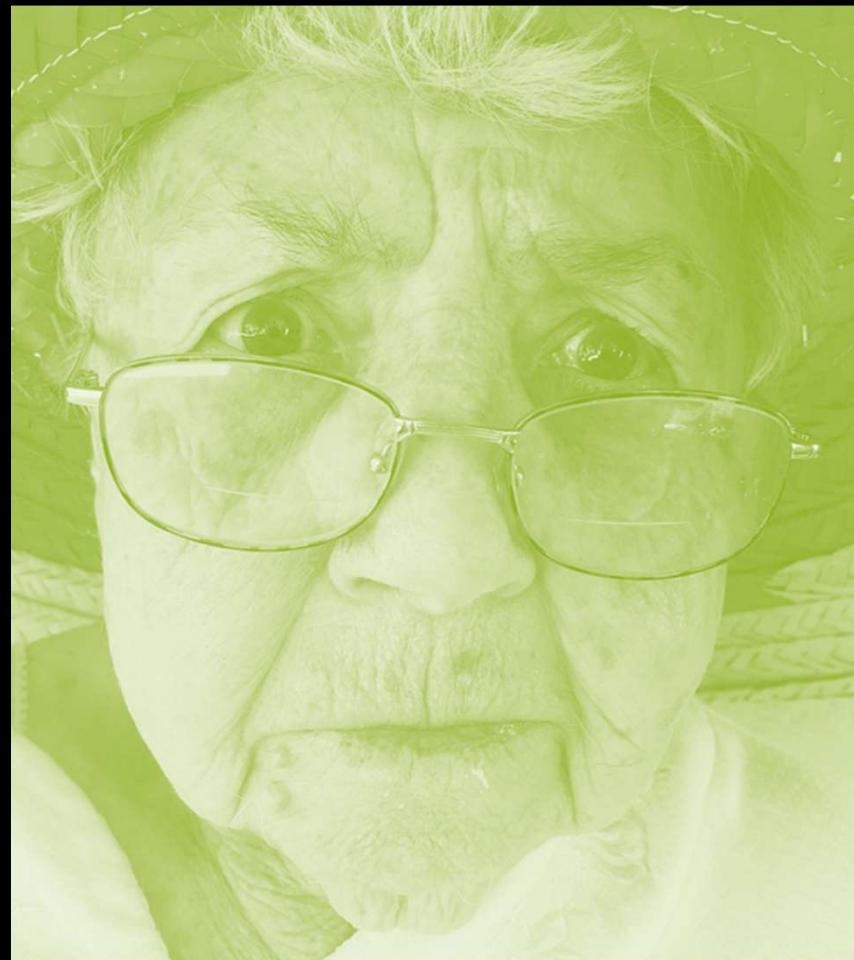


Close
with a
follow-up

“I don’t know much about computers and I’m trying to fill out this form but it won’t let me.”

“Everyone tells me a different way to do it!”

“What did I do that it doesn’t work?”



Computer Basics for ABSOLUTE Beginners



failure = learning

Every tech person
learned by messing
stuff up and fixing it



native
v.
learned



A young child with short, reddish-brown hair is shown in profile, looking down at a tablet device. The child is wearing a shirt with vertical stripes in yellow, black, and white. The background is a soft, out-of-focus green. The text "Bright and Shiny v. Old & Dusty" is overlaid on the right side of the image in a white, sans-serif font.

Bright and Shiny
v.
Old & Dusty

A young child with short, reddish-brown hair is shown in profile, looking down at a tablet computer. The child is wearing a striped shirt. The background is a soft, out-of-focus green. The text "New Tech To You v. That's History" is overlaid on the right side of the image in a white, sans-serif font.

New Tech To You v. That's History

Let them drive



Let them drive



DRIVER
TRAINING by

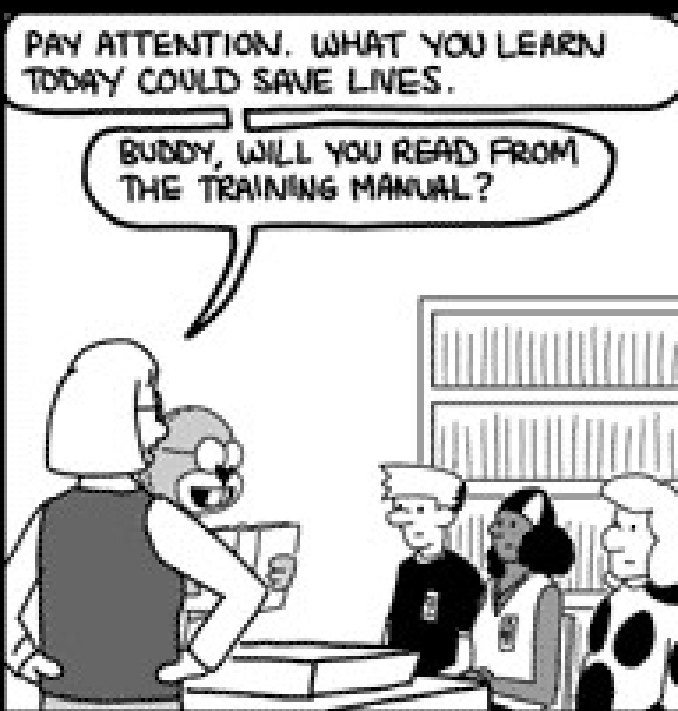
RACT

This is very hard to do

Make more teachable moments

- 1) Be welcoming
- 2) Assess the need
- 3) Give up control
- 4) Stay focused
- 5) Take it slow
- 6) Communicate clearly

give clear directions *in the right order*



Unshelved™ by Bill Barnes and Gene Ambaum



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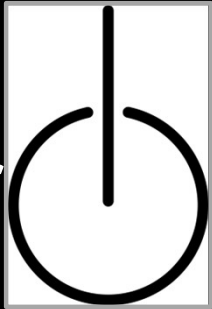


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All
devices/gadgets/
phones/tablets/
computers/watches
have these things..

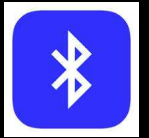
Power



In/Out (put)



Connections



A place
to buy
apps and stuff



Settings



Help/FAQ

Teaching tip:

Explain each step
by explaining the
decoding of
symbols out loud.



Explain Digital Norms and Conventions

NETWORK +
ETIQUETTE =
NETIQUETTE



A cartoon illustration of a giraffe with a yellow body and black spots. The giraffe is standing on its hind legs, and its long neck is curved to form the equals sign in the equation 'NETWORK + ETIQUETTE = NETIQUETTE'. The text is written in a blue, bubbly, hand-drawn font on a tan background.



Making Meaning

How to Translate Web Pages

- Navigation/Windows/Tabs
- Hyperlinks
- Headers and Footers (in Browser)
- Ads
- Errors



Using

- What Should Happen
- Problem Solving
- Sharing Culture



Analyzing

Informed choices—

What is it?

Real/Fake?

Scam

Best/Verified?

-- CRA(a)P test



CRA(a)P Test

Currency: Is the source up to date?

Relevance: Is the source relevant to your research?

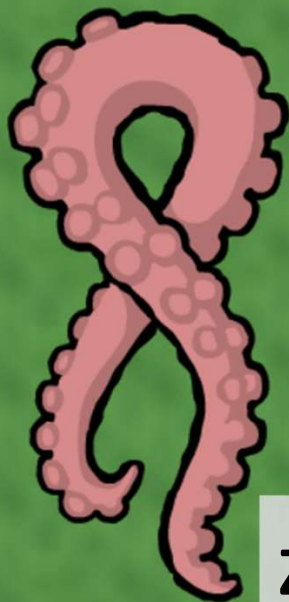
Authority: Where is the source published?
Who is the author? Are they considered reputable and trustworthy in their field?



CRAAP Test

Accuracy: Is the source supported by evidence? Are the claims cited correctly?

Purpose: What was the motive behind publishing this source?



CEPHALONEWS

2024-04-05 **Rising Ocean Temperatures Threaten Octopus Vision & Survival** (University of Adelaide)

Climate change is causing an increase in the number of octopuses, but the warmer ocean temperatures could also harm their vision and put their survival at risk, according to a recent study.

2024-03-18 **"She's Bouncing the Ball!" On the Uncanny Way Octopuses Play** (David Toomey)

Real, empirical evidence of octopus play would be a

Help Save The **ENDANGERED** PACIFIC NORTHWEST TREE OCTOPUS From **EXTINCTION!**

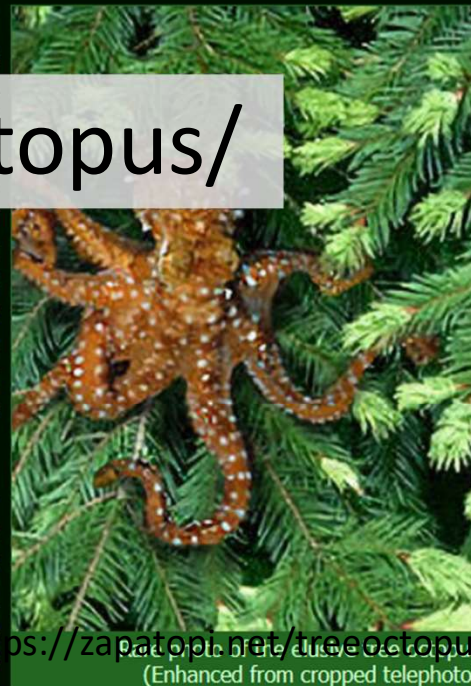
[About](#)[HELP!](#)[FAQs](#)[Sightings](#)[Media](#)[Activities](#)[Links](#)

THE PACIFIC NORTHWEST TREE OCTOPUS

The Pacific Northwest tree octopus (*Octopus paxarbolis*) can be found in the **temperate rainforests** of the Olympic Peninsula on the west coast of North America. Their habitat lies on the Eastern side of the Olympic Peninsula and is characterized by temperate rainforests. Cephalopods reach an average size (measured from arm-tip

to mantle-tip,) of 30-33 cm. Unlike most other cephalopods, tree octopuses are amphibious, spending only their early life and the period of their mating season in their ancestral aquatic environment. Because of the moistness of the rainforests and specialized skin adaptations, they are able to keep from becoming desiccated for prolonged periods of time, but given the chance they would prefer resting in pooled water.

An intelligent and inquisitive being (it has the largest brain-to-body ratio for any mollusk), the tree octopus explores its arboreal world by both touch and sight. Adaptations its ancestors originally evolved in the three dimensional environment of the sea have been put to good use in the spatially complex maze of the **coniferous Olympic rainforests**. The challenges and richness of this



os://zapatopi.net/treeoctopus/
(Enhanced from cropped telephoto)

zapatopi.net/treeoctopus/

Dihydrogen Monoxide - DHMO Homepage



DHMO.org
Dihydrogen Monoxide
Research Division



DHMO Special Reports

- 🔗 [Dihydrogen Monoxide FAQ](#)
- 🔗 [Enviro Impact of DHMO](#)
- 🔗 [DHMO and Cancer](#)
- 🔗 [DHMO Research](#)
- 🔗 [DHMO in the Dairy Industry](#)
- 🔗 [MSDS for DHMO](#)
- 🔗 [DHMO Conspiracy](#)
- 🔗 [Editorial: Truth about DHMO](#)
- 🔗 [Fake Email SPAM Alert](#)
- 🔗 [Linking to DHMO.org](#)
- 🔗 [What is Dihydrogen Monoxide?](#)

Press Kit - press only

Username: **press**
Password: **press**

🔗 [Alerts & Advisories](#) **NEW**
Sign-up to receive periodic safety bulletins from DHMO.org.

Visit the [T-shirts, HazMat Vials,](#)

WELCOME

Welcome to the web site for the Dihydrogen Monoxide Research Division (DMRD), currently located in Newark, Delaware. The controversy surrounding dihydrogen monoxide has never been more widely debated, and the goal of this site is to provide an unbiased data clearinghouse and a forum for public discussion.

Explore our many Special Reports, including the DHMO FAQ, a definitive primer on the subject, plus reports on the environment, cancer, current research, and an insider exposé about the use of DHMO in the dairy industry.

The success of this site depends on you, the citizen concerned about Dihydrogen Monoxide. We welcome your comments and suggestions.

DHMO Related Info:

- [National Consumer Coalition Against DHMO](#)
- [Environmental Protection Agency](#)
- [NIH National Toxicology Program](#)
- [Centers for Disease Control & Prevention](#)
- [National Cancer Institute](#)
- [Green Party, New Zealand](#)
- [Sandia National Laboratories](#)
- [Sierra Club](#)
- [Greenpeace](#)

[Send Email to Your Representative](#)



dhmo.org



Online Persona



your name IS your face



ROBIN HASTINGS
Foreword by Maurice Coleman



Neal-Schuman Library Technology Companion

A BASIC GUIDE FOR LIBRARY STAFF



7th
edition

YMMV

Your mileage
may vary

Used to tell
someone that
advice may not
give them
the same results
as it gave
someone else



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