



Gateway Al-Bawaba Instructor Training

San Diego County Library
SDCL University Training Staff
March 16, 2007

Today's Agenda

- Welcome/Introduction (Jacqueline)
 - “Housekeeping” Issues (Polly)
 - Class Objectives/Caveat (Bertha)
 - Introduction
 - Tour
 - Hands-On
- 

Class Objectives

- Overview of the SDCL Public-use PC Set-up and Available Functionality
- Basic Mechanics of SDCL Online Resources
- Discussion of Criteria for Selecting Internet Resources to Use
- Practice using online library catalog and “premium Internet” subscription library resources

3 SDCL Public-Use PC Set-Ups

NOTE: All Public-Use PCs use Windows 2000

1. Catalog and Online Database Only PCs
 - No Time Limit for Customer Use
 - No Access to Regular Internet
2. Microsoft Office Only PCs
 - No Time Limit for Customer Use
 - No Access to Regular Internet nor Library Catalog

3 SDCL Public-Use PC Set-Ups

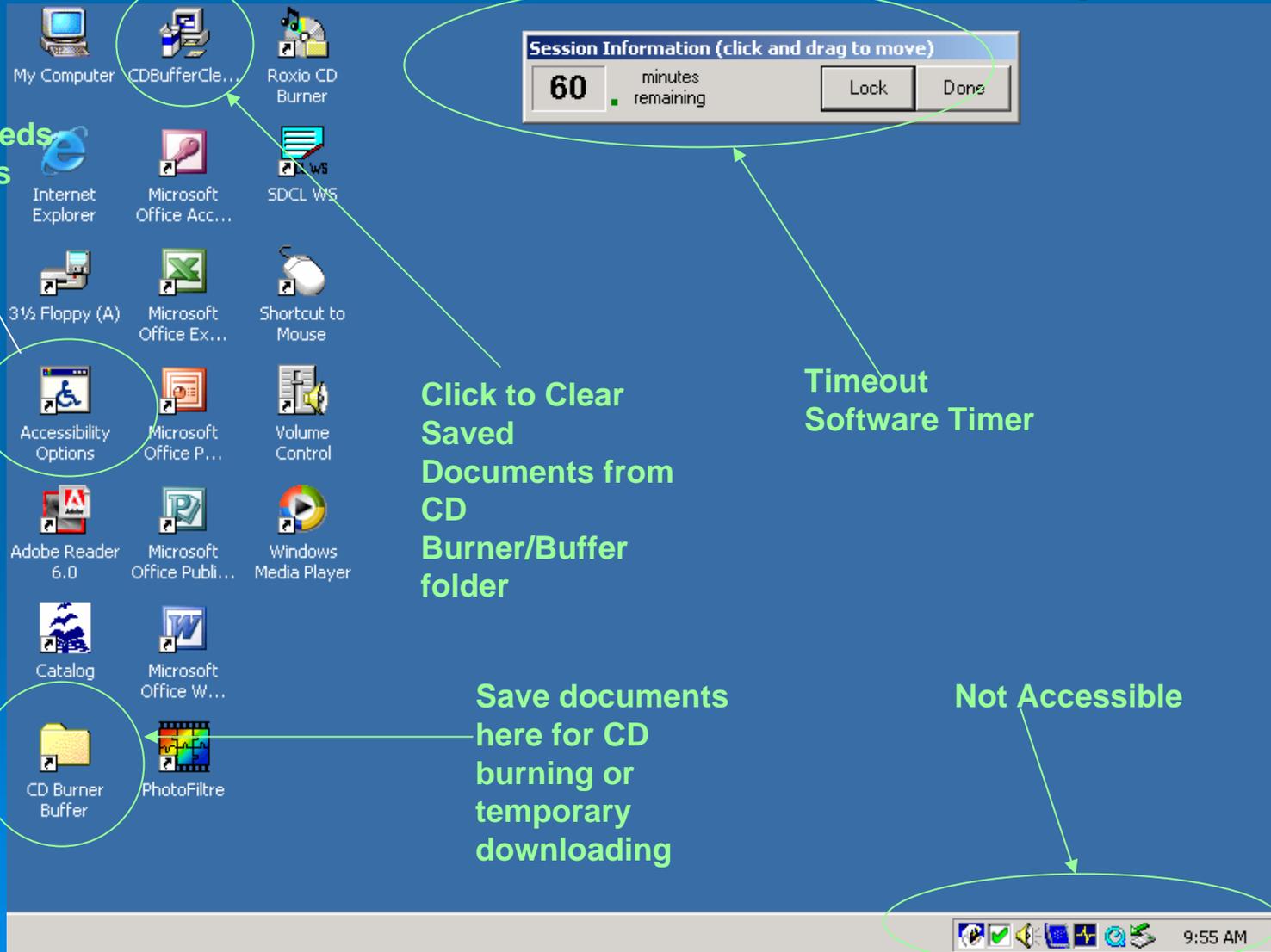
3. Internet Plus Microsoft Office PCs

- Time Limits; reservations may be necessary (outside of class time)
- Filtered Internet Access (by web address, not text)
- Limitations of Functionality Due to PC Security

Instruction PCs: Internet Plus Microsoft Office--Specifics

- Limitations of Functionality Due to PC Security
 - Downloads of Documents/Files to Specific to 1 PC folder (“CD Burner/Buffer”) only
 - Downloads of Software not Permitted; including some Internet plug-ins on sites.
 - Some “https” sites may not work due to PC security
 - Right-Mouse Click Not Available due to Security
 - Flash Sticks Removed with Unsafe Removal Only.
 - Adobe Acrobat v. 6 (due to compatibility w/security)

Instruction PCs: Internet Plus Microsoft Office Desktop



Instruction PCs: Available Keyboard Commands

Shortcut	Command
Ctrl+A	Select All
Ctrl+C	Copy
Ctrl+F	Find
Ctrl+S	Save
Ctrl+V	Paste
Ctrl+W	Exit
Ctrl+X	Cut
Ctrl+Z	Undo
Ctrl+P	Print
Ctrl+N	New
Ctrl+O	Open
Ctrl+I	Italic
Ctrl+U	Underline
Ctrl+B	Bold
Shift+click	Open Link in New Window

(Handout, too)

Instruction PCs: PC Reservation Software

- Background & General Information
- Branch Arrangements
 - Guest Reservations
 - Library Cards for Instructors & Staff

Instruction PCs: Saving

➤ Saving to Floppy

- File/Save As; then, save to the a: drive

➤ Burning to CD

- Save Document First into the “CD Burner/Buffer Folder” on the PC Desktop
- Click the “CD Buffer Cleaner” to clear files from the PC when finished.

➤ Saving to Flash Stick (aka jumpdrive)

- Removing can only be done “unsafely”

Instruction PCs: Special Needs Features

- High-Contrast screen
- Setting to Ignore Repeated Keystrokes
- Sounds for Some Windows Error Messages

(Handout, too)

Instruction PCs: Software and Internet Plug-In Versions

- Operating System: Windows 2000
- Software
 - Microsoft Office 2003—English Language Capabilities: Word, Excel, PowerPoint, Access
- Internet Browser & Plug-ins
 - Internet Explorer 6.0
 - Adobe Acrobat 6.0
 - Shockwave vs. 10
 - Windows Media Player 9
 - Flash vs. 8.0
 - QuickTime vs. 7.1
 - RealPlayer vs. 10 Gold

SDCL Web Page: www.sdcl.org

San Diego County Library - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.sdcl.org/>

Google

San Diego County Library

County of San Diego

Services Living Working Visiting Government

home help search

SAN DIEGO COUNTY LIBRARY

- Calendar of Events
- Catalog
- Databases
- Locations & Hours**
- My Library Account
- Programs & Services
- Recommended Websites
- Recursos En Español
- Kids Web
- Teen Lounge

About Us
FAQs
News
Contact Us

San Diego County Library

Keyword Search [My Account](#)

SDCL Genealogy Resources
Discover your roots

NewsBank America's Obituaries & Death Notices | **ancestry** library edition

1 2 3 4 5 Next

Features

- Locations & Hours**
Find the [branch](#) nearest you!
- SEARCH DATABASES**
Search our many [databases](#)!
- New Arrivals**

News

- [SDCL Radio Ads](#)
posted on March 13, 2007 01:00:00 am
Listen to two of the newest San Diego County Library radio ads currently ai...
- [Interested in Working for a Dynamic Organization?](#)
posted on March 13, 2007 01:00:00 am
San Diego County Library (SDCL) is looking for customer-focused people

Local intranet

Start Windows... S:\SDCL ... volume ... Doc1.do... GATEWA... Microsof... Inbox - ... San Die... 10:06 AM

SDCL Web Site: FAQ Page

The screenshot shows a Microsoft Internet Explorer browser window displaying the San Diego County Library website. The address bar shows the URL <http://www.sdcl.org/faqs.html>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The address bar also contains a search field with the Google logo and a search button. The browser's toolbar includes buttons for Back, Forward, Home, Stop, Refresh, Print, and other standard functions. The website header features a navigation menu with links for Services, Living, Working, Visiting, and Government. The main content area is titled "Frequently Asked Questions" and lists several topics: Internet & WiFi (wireless), Library Card Application, My Account: PIN, Renewals, Requests, Notices & Fines, Online Catalog, SD Circuit, Databases, & e-books, Volunteering, and NEW! What is SD Circuit?. The "INTERNET & WiFi" section includes links for Computer Services available within library branches, Computer Classes, Internet Reservations, Internet Use Policy, CD Burner Instructions, Flash Sticks (USB drives), Downloading Digital Camera Photos, Keyboard Shortcuts, and Wireless FAQ. The "MY ACCOUNT: PIN, Renewals, Requests, Notices & Fines" section is also visible. The website footer includes a search bar and a "Local intranet" link. The Windows taskbar at the bottom shows the Start button, several open applications, and the system tray with the time 10:10 AM.

San Diego County Library - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.sdcl.org/faqs.html>

Google G Go Bookmarks 0 blocked Check AutoLink AutoFill Send to Settings

Services | Living | Working | Visiting | Government

County of San Diego

home help search

SAN DIEGO COUNTY LIBRARY

- Calendar of Events
- Catalog
- Databases
- Locations & Hours
- My Library Account
- Programs & Services
- Recommended Websites
- Recursos En Español
- Kids Web
- Teen Lounge
- About Us
- FAQs
- News
- Contact Us

Frequently Asked Questions

- [Internet & WiFi \(wireless\)](#)
- [Library Card Application](#)
- [My Account: PIN, Renewals, Requests, Notices & Fines](#)
- [Online Catalog, SD Circuit, Databases, & e-books](#)
- [Volunteering](#)
- [NEW! What is SD Circuit?](#)

INTERNET & WiFi

- [Computer Services available within library branches](#)
- [Computer Classes](#)
- [Internet Reservations](#)
- [Internet Use Policy](#)
 - [Responsabilidades de los clientes que usan el internet y las computadoras](#)
- [CD Burner Instructions](#)
- [Flash Sticks \(USB drives\)](#)
- [Downloading Digital Camera Photos](#)
- [Keyboard Shortcuts](#)
- [Wireless FAQ](#)
 - Branch libraries with WiFi: [Bonita-Sunnyside](#), [Borrego Springs](#), [Cardiff-by-the-Sea](#), [Del Mar](#), [El Cajon](#), [Fallbrook](#), [Julian](#), [Poway](#), [Ramona](#), [Rancho San Diego](#), [San Marcos](#), [Santee](#), [Vista](#)

MY ACCOUNT: PIN, Renewals, Requests, Notices & Fines

SDCL Online Library Catalog

- Online Catalog of Online Materials Owned by San Diego County Library
- Place Requests and Renew Items Online
- Library Accounts are Free.
- Free Access to Online Subscription Resources
- Able to Request Library Materials Free from UCSD, SDSU, USD, and CA State-San Marcos

SDCL Online Library Catalog: How to Get to

Library Catalog,
Premium Web

San Diego County Library - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.sdcl.org/>

Google

County of San Diego

San Diego County Library

Keyword Search [My Account](#)

SDCL Genealogy Resources
Discover your roots

NewsBank America's Obituaries & Death Notices

ancestry library edition

1 2 3 4 5 Next

Features

Locations & Hours
Find the [branch](#) nearest you!

SEARCH DATABASES
Search our many [databases](#)!

New Arrivals

News

[SDCL Radio Ads](#)
posted on March 13, 2007 01:00:00 am
Listen to two of the newest San Diego County Library radio ads currently ai...

[Interested in Working for a Dynamic Organization?](#)
posted on March 13, 2007 01:00:00 am
San Diego County Library (SDCL) is looking for customer-focused people

Local intranet

Start Windows... S:\SDCL ... Volume ... Doc1.do... GATEWA... Microsof... Inbox - ... San Die... 10:06 AM

SDCL Online Library Catalog: Basic Search Screen

The screenshot shows the San Diego County Library Online Library Catalog Basic Search Screen in Microsoft Internet Explorer. The browser window title is "San Diego County Library - Microsoft Internet Explorer". The address bar shows the URL: <http://dbpcosdcs.org.san-diego.ca.us/screens/opacmenu.html>. The page features a navigation bar with links for "Catalog Home", "My Account", "Databases", and "Kids Catalog". A search bar is prominently displayed with a "Keyword" dropdown, a search input field, a "View All Branches" dropdown, a "Go" button, and an "Advanced Search" button. Below the search bar, there are four icons: "My Library Account" (with a green checkmark), "New Arrivals" (with a stack of books), "SEARCH DATABASES" (with a stack of books), and "Super Search" (with a magnifying glass). A red alert message is displayed below the icons, stating: "Alert for Customers Who Receive Notices by Email". The alert text reads: "SDCL has been experiencing technical difficulties with the e-mail notices. This issue affects all email notices: requests, courtesy overdue reminders, and overdue notices. If you have placed a request and are expecting an item, please monitor your library account from the SDCL web page or contact your local branch. Also, if you have items that are checked out, please monitor your library account for due dates from the SDCL web page, or contact your local branch for assistance." At the bottom of the page, there is a footer with links for "Catalog Home", "Catalog Help", and "FAQ". The Windows taskbar at the bottom shows the Start button, several open applications (Amaz..., Windo..., S:\SD..., Micros..., Amaz..., Amaz..., GATE..., San Di..., Micros..., San D...), and the system clock showing 5:06 PM.

Internet Resources--Evaluating

- Authority
- Affiliation
- Currency
- Purpose
- Audience
- As Compared to What?

Internet Resources—the Premium Web

- What are “Premium Online Resources”?
 - As HBO and Showtime are 2 premium cable channels, online resources such as “Morningstar”, “World Book Online”, are 2 examples of “premium Internet” sites.
- Online versions of many reference, research, investment, magazines, etc. available free to Library customers because San Diego County Library has already paid for access.

Internet Resources—the Premium Web: How Would I Include These in my Research? (#1)

- Situation 1: My son has developed diabetes. I'm at home searching the Internet and would like to find out as much as possible about it.

Internet Resources—the Premium Web: How Would I Include These in my Research? (#1 con't)

➤ Possible Search Approach:

1. Google search: “diabetes”; Advanced search: “.gov” or “.edu” sites only
2. Search specific trusted sites:
 - SDCL Web Site Lists Recommended Sites: <http://www.sdcl.org/health.html>
 - Librarian’s Index to the Internet (search engine of librarian recommended sites): <http://www.lii.org>
 - Consumer Health Complete: access free with your SDCL Library card: <http://0-search.ebscohost.com.dbpcosdcsq.co.san-diego.ca.us/login.aspx?authtype=ip,uid&profile=chc>

Internet Resources—the Premium Web: How Would I Include These in my Research? #2

- Situation #2: My younger brother would like to change careers. He's not sure what he'd like to do and is looking for ideas.

Internet Resources—the Premium Web: How Would I Include These in my Research? #2

- Situation #2: My younger brother would like to change careers. He's not sure what he'd like to do and is looking for ideas.

Internet Resources—the Premium Web: How Would I Include These in my Research? (#2 con't)

➤ Possible Search Approach:

- Google: type in different types of job/career names; look through the different results
- Search specific trusted sites:
 - SDCL Web Site Lists Recommended Sites (job listings): <http://www.sdcl.org/business.html>
 - Occupational Outlook Handbook: <http://www.bls.gov/oco/home.htm>
 - Testing & Education Reference Center: access free with your SDCL Library card:
<http://170.213.128.21/infotrac.galegroup.com/itweb/san28542?db=TERC>

Self-Practice

- Request an item with your SDCL Library Card.
- Search Consumer Health Complete for information on back pain.
- Practice using the keyboard short-cuts, instead of using the right-click on the mouse.

For Training Assistance or Questions

- Bertha Huertero, Circulation Services Manager: 858.505.6353;
bertha.huertero@sdcounty.ca.gov
- Polly Cipparrone, Training Coordinator/Web Services Manager: 858.694.2247;
polly.cipparrone@sdcounty.ca.gov