**Strategies for Providing Technical Assistance for Patron Technology Support**

**-Led by Kim & Brian Charlson (June 2015)  
Notes: Linda Vincent**

Some sources:

* + Hadley School for the Blind (Apple-based tutorials) - FREE
  + AppleVis.com - <http://www.applevis.com/new-to-ios> Techies post here – FREE
  + For the Victor Stream – there is a listserv at HumanWare.com

Should we go to the wiki and post a FAQ?

Tech support with our patrons takes longer.

Kim has been using some patrons who are tech-savvy who said that they are willing to work with patrons. Also she has someone on retainer for the tough questions.

**National Braille Press** (most of their books have been written by blind)– 2 different products:

* Persons moving from keyboard to touchscreen; and
* Another is for people going touchscreen to touchscreen. (Could Judy Dixon (NLS) explain what gestures she used?)

Tutorial – ATI – **Access Technology Institute** – Kathy Ann Mirtha – updated tutorial

Advice = “You need to know how to use the device before using the program.”

At the Carroll Center, every Monday for $20 they have 3 hours of training on using their device. The instruction includes “Flick & tap & what each button does”.

Podcasts - **ACBRadio.com** Main Menu has excellent podcasts.

Brian Charlson made some [podcasts](https://www.youtube.com/watch?v=zPqZfdQkI8E) in 2013 – they are now dated. Camera pointing at his hands.

Hadley kept going with their series, such as [iFocus Beginning Gestures in Voiceover](https://www.youtube.com/watch?v=WKzdHH_kNcw).

How do you provide help when you don’t have the staff?

* Peer-to-Peer training is an idea.
* Be careful when dealing with people are charging for the assistance. They maybe trying to start a business.
* Establish a list of people willing to help and have a shared email box (such as [bardops@loc.gov](mailto:bardops@loc.gov)) that the experts check and respond to.

Overdrive – getting the books downloaded is not always easy.

- L. Vincent (M:\WPDATA\WTBBL\NLS\2015 - UnConference - Strategies for Providing Technical Assistance for Patron Technology Support.docx)