

## **Staff Training Program for eBook Readers at the Camden County Library System**

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### **Background**

Camden County Library is part of the South Jersey Audiobook and eBook Download Center, offering Overdrive ebooks and audiobooks. Our customers were coming into all of the branches with their devices and asking for hands-on help, but the vast majority of our staff members had no experience at all with eBook readers and were either unable to help or did not feel confident providing assistance. An eContent team was formed to address the issue.

### **The Program**

First the team created a list of core competencies that we wanted staff to be able to demonstrate. We researched to find the devices that were most used to access the Overdrive eBooks. We then decided to create tutorials for each device, with a quiz at the end of each section. We requested funds to purchase one or two of each device that could be used as demonstration tools for staff.

We decided that it would be helpful to have both video and print tutorials, so that staff could choose to either read how-to works or watch YouTube videos. We created some material on our own, and also found other libraries that had created videos or handouts to which we could link.

Two members used the core competencies list to create questions for each device and for using the South Jersey Digital Download Center. The questions were then turned into interactive online quizzes and combined with the tutorials and annotated graphics to create a complete staff eBook Training website. When each staff member completed a section of the tutorial a notification of their completion would go into a database.

A duplicate of the training website can be found here: [www.camden.lib.nj.us/ebooks](http://www.camden.lib.nj.us/ebooks) Note: This training took place in the fall and early winter, so the recent overhaul of the Overdrive website is not included in the tutorials.

We purchased tubs to place the eReaders in and created sheets that included all the information for that device, including the email address and password needed for logins and the Adobe ID. (Since we had a number of devices we needed to create several emails and ADOBE IDs as there is a limit to how many devices can be activated with an email or ID.) We then circulated the devices so that each branch or department would have one device for three weeks. Staff were encouraged to complete that part of the tutorial while they could experiment with the device. At first we tried circulating the devices through our delivery van, but this did not work very well, so we ended up exchanging the devices in person at monthly branch manager meetings.

If you have questions about the program, feel free to contact me at [maureen@camdencountylibrary.org](mailto:maureen@camdencountylibrary.org).