

1. **Clarify the question: which category does it fall into?**

➤ What the heck?!

Examples:

What is this “Overdrive”?

What are “e-readers and e-books”?

➤ Comparison Shopping

Example:

I’m thinking of buying an e-reader, which one is best?

➤ New e-reader

A. Example: I have a new e-reader, how do I use it?

B. Example: I have a new e-reader, how do I use Overdrive to get e-books from the library?

➤ Troubleshooting

Example:

I checked out an e-book, but now it isn’t showing up on my e-reader!

2. Respond to the question:

What the heck?! or Comparison Shopping

- Overdrive handout
- Brief description of e-readers, e-books, and Overdrive
- Make sure they have a library card and RockCat PIN
- Reviews of e-readers (consumersearch.com, Overdrive binder, Consumer Reports)
- Not able to download from public computers at this time

New E-Reader

- How to use their new e-reader: ask which device they have, work through questions with the patron, give Overdrive handout & device-specific tip sheets, refer to device's customer support, brief Overdrive description, make sure they have a library card and RockCat PIN
- How to use Overdrive with their new e-reader: ask which device they have, make sure they have a library card and RockCat PIN, show how to get to Overdrive, show My Help and FAQ, encourage them to try it on their own, point out currently available e-books

Troubleshooting

- Ask which device they have and make sure they have a library card and RockCat PIN.
- Show My Help and FAQ
- Refer to device's customer support
- Overdrive binder
- Overdrive can be contacted on the patron's behalf by phone or e-mail. This can be a time-consuming type of question, and additional desk assistance may be requested.