

Using This Guide

The following document represents EBSCO's recommended outline for a 60-minute overview training session on the main components of *EBSCO eBooks*®.

- ✓ Session Introduction (allow 10 minutes)
- ✓ Product Overview (5 minutes)
- ✓ Training Content (20 minutes)
- ✓ Practice Exercises (10 minutes)
- ✓ EBSCO Support Site (5 minutes)
- ✓ Closing (10 minutes)

This outline can be revised or amended depending upon your allotted time for the session, the level of experience using *EBSCO eBooks* among your participants, or which special features or points your audience wants you to include in your training session. If limited time is available, topic items highlighted in **bold** are suggested **key points**.

Note: In preparation for a training session, you may wish to refer to the "Preparing for a Training Session" Trainer Guide for general trainer and presentation tips. This document can be found on the EBSCO Support Site at http://support.ebsco.com/knowledge_base/detail.php?id=6497.

Session Introduction

(Allow 10 minutes)

- Welcome everyone, introduce yourself, and provide an overview of what you do in your organization, if appropriate.
- Provide an overview of topics to be covered during the session and describe what you would like your audience to gain from today's session.
- Ask what additional topics they would like to learn from the training and note all suggestions on a whiteboard or the following outline, for your reference.
- Mention that, later in the session, you will cover the EBSCO Support Site, a valuable, easy-to-use source of information for future reference.
- Distribute the exercises provided at the end of this guide and tell the group they will have time to practice what they have learned.
- Mention that you will ask them to complete a short evaluation form at the end of the session, encourage their candid feedback, and thank them in advance.

Overview

[This session is presented via a combination of PowerPoint and live demonstration. See accompanying PowerPoint slide show for opening and closing content. Search examples may need to be adjusted depending on the content of your particular eBook collection.]

What are eBooks?

- Electronic versions of regular print
- Typically PDF format
- Can be read online, or (depending on your library) checked out and read offline

Briefly describe the content and key features of the interface. (Please see <http://www.ebscohost.com/ebooks/about> for the most up-to-date product description.)

Training Content

(Allow 20 minutes)

Searching in eBooks (Live demo)

- Log in to eBooks database
- View eBooks Browsing Page
 - Point out browse by subject option at left
 - Review featured books panels
- Enter search term: **lighting**

Result List

Review content displayed on Result List.

- Note that results are ranked by relevancy, running down center of screen
- Point out limiting options at left
- Scroll through results list, point out:
 - Can simply click **View this eBook** to view
 - When available, **Download** link appears
 - **Table of contents** available from Results List
- Click the title name for one of the listed titles to open the Detailed Record.

Review eBook Detailed Record

- Note “Clickable” author name, BISAC Categories, and LC Subject Headings in MetaData area
- Note options to View, Check Out, Add to Folder, Email, etc.

- Click **Add to folder**
- Scroll through page, showing excerpts in “Most Relevant Pages From This eBook” with key word highlighted.
- Click **eBook Full Text** to open book online

eBook Viewer

- Explain navigation through the book
- Review tools on right-hand side of screen
 - Use **Search Within** to locate a particular page
 - Demonstrate **Create Note**
 - Explain **Print** and **E-Mail** limits
- Click **New Search**

Advanced Searching

- Click on **Advanced Search** link.
- Review available search fields.
- Review available search operators.
- Review available Limiters
- Enter the following search: **Finn** in **Title**, **Twain** in **Author**
- Click **Search** and review results. [Depending on your collection, another author/title combination may be selected]

My EBSCOhost folder

- Click **Folder** link at top of screen
- Note that this is the “Session” Folder
 - Data will go away at end of session
 - To keep any notes, or books added to the folder, you must log in to My EBSCO*host*
- Log in to My EBSCO*host* and review eBooks, Holds, Checkouts, Notes.

Downloading eBooks

- Click **Show Details** for one of the books listed in **Favorites and Notes**
- Point out **Check Out** link and link to download Adobe Digital Editions
- Return to PowerPoint Slides (Offline Viewing Requirements)

- Using PowerPoint, review steps for checking out and downloading book.

EBSCO eBooks Exercises

Directions: Practice what you've learned by completing these 4 short exercises.

1. Log on to your library's EBSCOhost and create your personal My EBSCOhost account (if you have not done so already).
2. A student has an assignment to find 3 books on the history of the American Civil War.
3. Find a novel by your favorite author. Mark it as a favorite.
4. Find information on configuring your "Junk" email folder in Microsoft Office. Add a note to the page.

Answers to Exercises

1. Log on to your library's EBSCOhost and create your personal My EBSCOhost account (if you have not done so already)

Answer:

From within your library, log in to the eBooks database. Click the **Sign In** link at the upper right. Click **Create New Account**.

2. A student has an assignment to find 3 books on the history of the American Civil War.

Answer:

From Basic Search, enter "Civil War". You can further refine search by using the limiters on the left side of the search results page.

3. Find a novel by your favorite author. Mark it as a favorite

Answer:

From Advanced Search, select Author search and enter author's name (Hint: for common surnames, include first name as well (e.g. Heinlein, Robert))

4. Find information on configuring your "Junk" email folder in Microsoft Office. Add a note to the page.

Answer:

From Advanced search, select Also Search Within Full Text and enter "Microsoft Office" and "Junk" in the appropriate search fields.

From the results list select click on the title name for the first or second item listed.

Scroll down on the Detailed record to see relevant paragraphs, or open the book and search for the term "Junk" within it.

The EBSCO Support Site

(Allow 5 minutes)

(<http://support.ebsco.com>)

Demonstrate the EBSCO Support Site via the link in the upper right corner of the Select Service Screen in EBSCOhost. You may also access via the link at the bottom of any page in an EBSCO interface.

The Support Site provides an abundance of customer support information, including:

- **Top Stories** are available through RSS feed notification. To subscribe:
 - Drag the orange RSS button into your News Reader.
 - Drag the URL of the RSS feed into your News Reader.
 - Cut and paste the URL of the RSS feed into your News Reader.
- **Knowledge Base**
 - Click **Browse Services** for an alphabetical list of or select **EBSCO eBooks** from the services drop-down menu.
 - Browse results list to access FAQs, help sheets, user guides, etc.
- **Training**
 - Select the Training link on the Support Site toolbar.
 - The following training tools are available, select the title to view more choices:
 - On-Demand Training
 - Videos and Tutorials
 - Trainer Guides
 - Custom Training
 - Online Training Courses
 - User Guides
 - Help Sheets
 - International Training Sites
 - International Resources
- **Promotion**
 - Select the Promotion link on the Support Site toolbar.
 - Browse product-specific tools – including logos, buttons, posters, flyers, bookmarks, and more – to help you promote your online resources.
- **Customer Success Stories and Tools**
 - Select the Customer Success link on the Support Site toolbar.
 - Browse Customer Success Stories. Read these best practices case studies to see what EBSCO customers are accomplishing.
 - Browse tools for Students, Teachers, and Librarians.
- **Request Printed Materials**
 - Select the Contact Us link on the Support Site toolbar.
 - Under Requests, click Request Printed Materials.
 - Enter quantity of items requested, complete form, and click Submit. Materials will be shipped to the address entered in the form.
- **Contact / Email Support**
 - Find Hours / Phone Numbers.
 - Form generates an automatic inquiry to Technical Support.

Recommended Handouts

Distribute appropriate selections from this list at the beginning, middle, or end of your session.

- EBSCO eBooks User Guide
http://support.ebsco.com/knowledge_base/detail.php?id=5358
- Searching EBSCO eBooks - Help Sheet
http://support.ebsco.com/knowledge_base/detail.php?id=5372
- Downloading EBSCO eBooks - Help Sheet
http://support.ebsco.com/knowledge_base/detail.php?id=5373
- eBooks and Audiobooks on EBSCO*host* Customization with EBSCO*admin*
http://support.ebsco.com/knowledge_base/detail.php?id=5613

Find additional Help sheets at <http://support.ebsco.com>

Closing

(Allow 10 minutes)

1. Restate the objectives of the session as outlined in the beginning and note how they have been accomplished.
2. Reinforce key points.
3. Solicit questions from participants to be sure that everyone appears comfortable with the information you have covered during the session.
4. Briefly discuss ways in which this resource can be promoted at the institution. Provide tips, suggestions, and examples, and direct participants to the Promotion section of the Support Site, as well as the searchable Knowledge Base.
5. Review each source of available assistance and additional information:
 - Contact EBSCO Technical Support Department:
 - Telephone U.S. or Canada: (800) 758-5995
 - Telephone outside the U.S. and Canada: access code + (800) 3272-6000
 - Email EBSCO Tech Support: support@ebsco.com
 - Email via the EBSCO Support Site using the **E-mail Support** link along the top toolbar or the following link: <http://support.ebsco.com/contact/askus.php>
 - Remind participants to check EBSCO Support Site: <http://support.ebsco.com>
 - Review tutorials on the EBSCO Support Site: <http://support.ebsco.com/training/tutorials.php>
 - Contact you or another contact at your organization directly.
6. Hand out **evaluation forms** (http://support.ebsco.com/knowledge_base/detail.php?id=6474) to participants and ask for their candid feedback.
7. Collect the completed evaluation forms.

