



### Buffalo River Region

230 E. James Campbell Blvd, #108  
Columbia, TN 38401  
Marion Bryant, Director  
(931) 388-9282  
(855) 692-8186 (Toll Free)  
FAX: (931) 388-1762

[Marion.bryant@tn.gov](mailto:Marion.bryant@tn.gov)

Counties Served:

- Giles
- Hickman
- Lawrence
- Lewis
- Lincoln
- Marshall
- Maury
- Perry
- Wayne
- Williamson

### Clinch River Region

130 North Main Street, Suite 2  
Clinton, TN 37716-3633  
Matthew Jordan, Director  
(855) 692-8186 (Toll Free)  
FAX: (865) 457-8546

[matthew.jordan@tn.gov](mailto:matthew.jordan@tn.gov)

Counties Served:

- Anderson
- Campbell
- Claiborne
- Grainger
- Jefferson
- Morgan
- Scott
- Sevier
- Union

### Falling Water River Region

208 Minnear Street  
Cookeville, TN 38501-3949  
Faith Holdredge, Director  
(931) 526-4016  
(855)692-8186 (Toll Free)  
FAX: (931) 528-3311

[Faith.holdredge@tn.gov](mailto:Faith.holdredge@tn.gov)

Counties Served:

- Bledsoe
- Clay
- Cumberland
- DeKalb
- Fentress
- Jackson
- Macon
- Overton
- Pickett
- Putnam
- Sequatchie
- Smith
- Van Buren
- White

### Hatchie River Region

63 Executive Drive  
Jackson, TN 38305-2901  
Carla Jacobs, Director  
(731) 668-0710  
(855) 692-8186 (Toll Free)  
FAX: (731) 668-6663

[Carla.jacobs@tn.gov](mailto:Carla.jacobs@tn.gov)

Counties Served:

- Chester
- Decatur
- Fayette
- Hardeman
- Hardin
- Haywood
- Henderson
- Lauderdale
- Madison
- McNairy
- Tipton

### Holston River Region

2700 South Roan Street  
Suite 435  
Johnson City, TN 37601-7587  
Nancy Roark, Director  
(423) 926-2951  
(855) 692-8186 (Toll Free)  
FAX: (423) 926-2956

[nancy.roark@tn.gov](mailto:nancy.roark@tn.gov)

Counties Served:

- Carter
- Cocke
- Greene
- Hancock
- Hawkins
- Hamblen
- Johnson
- Sullivan
- Unicoi
- Washington

### Obion River Region

542 N. Lindell  
Martin, TN 38237  
Mary Carpenter, Director  
(731) 587-2347  
(855) 692-8186 (Toll Free)  
FAX: (731) 587-0027

[Mary.carpenter@tn.gov](mailto:Mary.carpenter@tn.gov)

Counties Served:

- Benton
- Carroll
- Crockett
- Dyer
- Gibson
- Henry
- Lake
- Obion
- Weakley

### Ocoee River Region

718 George Street, N.W.  
Athens, TN 37303-2214  
Beth A. Mercer, Director  
(423) 745-5194  
(855) 692-8186 (Toll Free)  
FAX: (423) 745-8086

[Beth.mercer@tn.gov](mailto:Beth.mercer@tn.gov)

Counties Served:

- Blount
- Bradley
- Loudoun
- McMinn
- Meigs
- Monroe
- Polk
- Rhea
- Roane

### Red River Region

1753 Alpine Drive Suite A  
Clarksville, TN 37041  
Cecilie Maynor, Director  
(931) 645-9531  
(855) 692-8186 (Toll Free)  
FAX: (931) 645-6695

[Cecilie.maynor@tn.gov](mailto:Cecilie.maynor@tn.gov)

Counties Served:

- Cheatham
- Dickson
- Houston
- Humphreys
- Montgomery
- Robertson
- Stewart
- Sumner

### Stones River Region

2118 East Main Street  
Murfreesboro, TN 37130-4009  
Betty Jo Jarvis, Director  
(615) 893-3380  
(855)692-8186 (Toll Free)  
FAX: (615) 895-6727

[Bettyjo.jarvis@tn.gov](mailto:Bettyjo.jarvis@tn.gov)

Counties Served:

- Bedford
- Cannon
- Coffee
- Franklin
- Grundy
- Marion
- Moore
- Rutherford
- Trousdale
- Warren
- Wilson

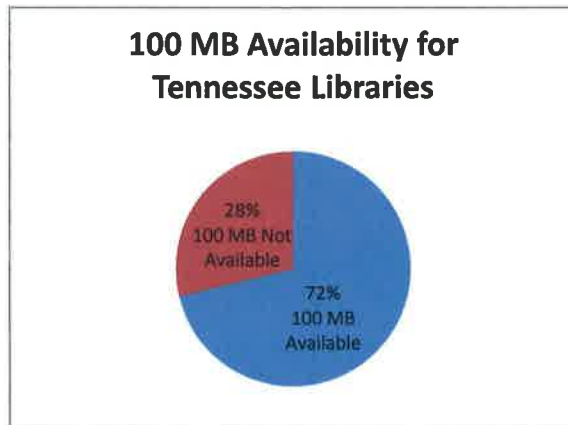
## Tennessee Library 100 MB Connectivity Survey 2016-2017

Collected  
Aug. 2016

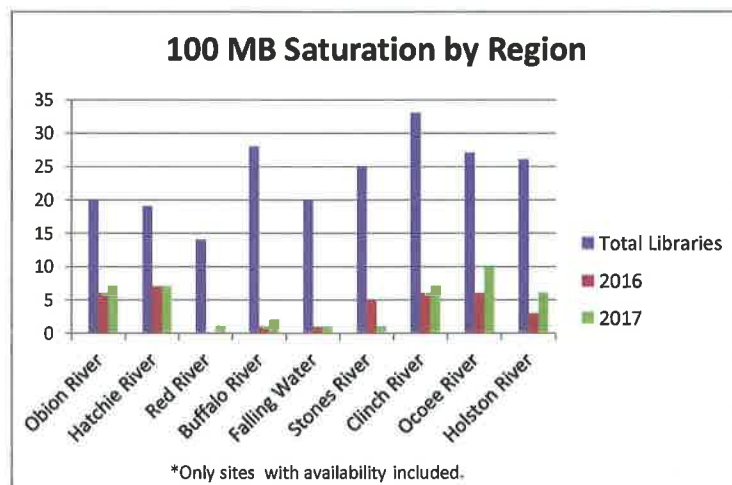
All 212 Public Libraries served by Tennessee's 9 Regional Library Systems participated in an Internet Service Speed poll. Current providers as well as alternate providers were investigated to provide a comprehensive bandwidth footprint for each Public Library location.

Any bandwidth verification performed through speedtest.net by Ookla, speakeasy.net by MegaPath, speedtest.charter.com by Charter and speedtest.frontier.com by Frontier

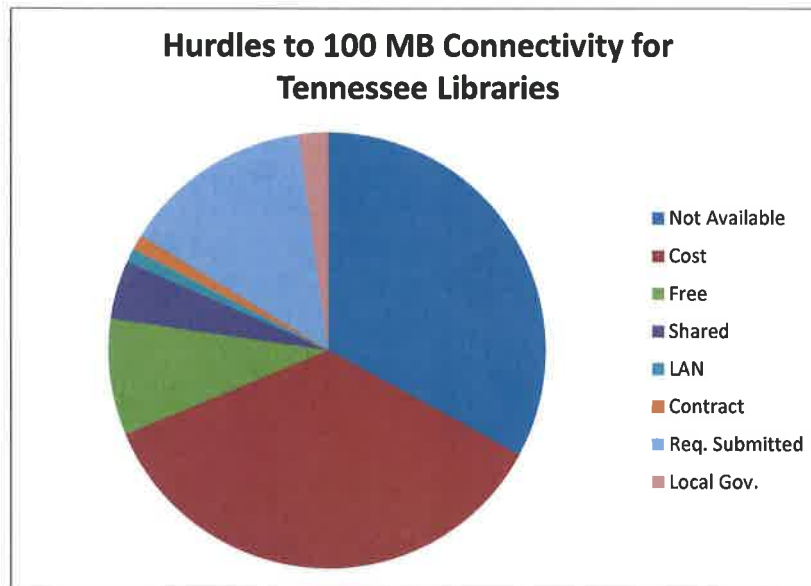
Region	212 Total Libraries	Libraries with 100MB Available
Obion River	20	15
Hatchie River	19	14
Red River	14	13
Buffalo River	28	15
Falling Water	20	9
Stones River	25	17
Clinch River	33	24
Ocoee River	27	21
Holston River	26	23
<b>Total</b>	<b>212</b>	<b>151</b>



Region	Libraries with 100MB Available	Libraries receiving Available 100MB 2016	Libraries receiving Available 100MB Jul-17
Obion River	15	6	7
Hatchie River	14	7	7
Red River	13	0	1
Buffalo River	14	1	2
Falling Water	9	1	1
Stones River	17	5	1
Clinch River	25	6	7
Ocoee River	21	6	10
Holston River	23	3	6
<b>Total</b>	<b>151</b>	<b>35</b>	<b>42</b>



Region	Not Available	Cost	Free	Shared	LAN	Contract	Request Submitted	Local Gov.
Obion River	5	5	1	0	0	0	3	1
Hatchie River	5	3	0	2	0	2	5	0
Red River	1	10	0	0	0	0	1	1
Buffalo River	14	1	5	4	1	0	1	0
Falling Water	11	8	0	0	0	0	0	0
Stones River	8	2	2	1	1	0	5	2
Clinch River	8	9	8	1	0	0	1	0
Ocoee River	6	11	0	0	0	0	6	0
Holston River	3	17	0	0	0	0	4	0
<b>Total</b>	<b>61</b>	<b>66</b>	<b>16</b>	<b>8</b>	<b>2</b>	<b>2</b>	<b>26</b>	<b>4</b>



- Not Available
- Cost
- Free
- Shared
- LAN
- Contract
- Req. Submitted
- Local Gov.

100 MB connectivity is not available from multiple internet Providers.  
 Cost with E-rate exceeds library budget.  
 Current connection is provided at no cost to the library.  
 Connection is shared with another entity and library is not the responsible party.  
 Connection is a Local Area Network with shared resources to other entities.  
 Library is currently under contract for connectivity.  
 A request to increase service has been submitted to board/local government.  
 Local Government impedes internet service change.

**Tennessee Regional Library System  
Hot Spots for Public Borrowing**

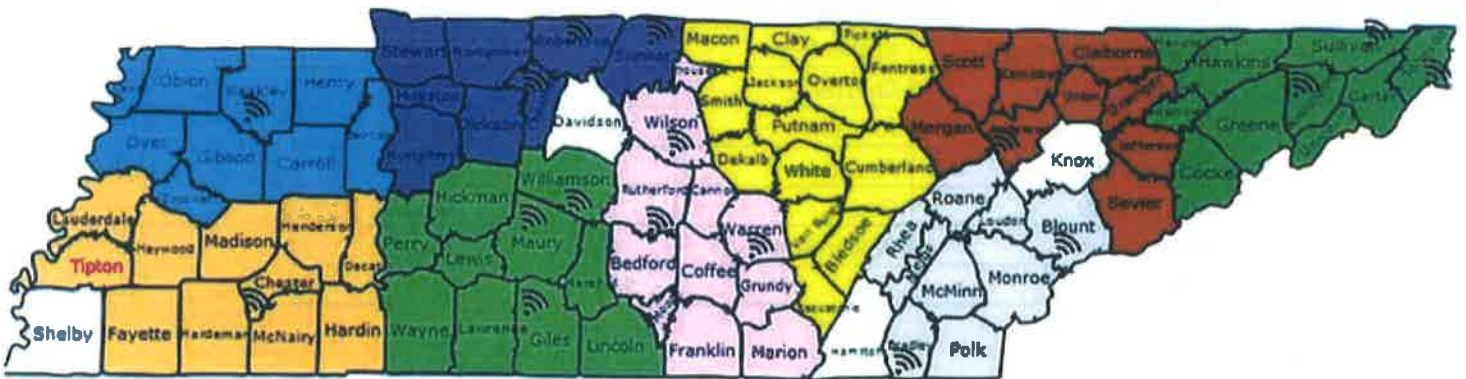
<b>Library Name</b>	<b>County</b>	<b>Devices</b>	<b>Provider</b>
Linebaugh Public	Rutherford	70	TMobile
Blount County	Blount	45	Tmobile/ Verizon
Smyrna Public	Linebaugh	35	TMobile
Johnson City Public	Washington	24	Verizon
Spring Hill Public	Maury/Wmson	20	TMobile
Lebanon-Wilson County	Wilson County	20	Verizon
Cleveland-Bradley	Bradley	15	Tmobile
Williamson County	Williamson	14	TMobile
Myrtle Glanton Lord	Linebaugh	10	TMobile
Sullivan County	Sullivan	6	Verizon
Maury County	Maury	5	TMobile
Ned R. McWherter	Weakley	5	Verizon
Eagleville Bicentennial	Rutherford	5	TMobile
Chester County	Chester	4	Verizon
Johnson County Public	Johnson	3	Verizon
Clinton Public	Anderson	2	Tmobile
Giles County	Giles	1	TMobile
Leiper's Fork	Williamson	1	Sprint
<b>TOTAL</b>		<b>285</b>	

As of Aug. 15, 2016

# Library

## Hotspot

*Check out the Internet in Tennessee Public Libraries!*



Red River Regional Library 41  
Obion River Regional Library 5  
Hatchie River Regional Library 4

 Falling Water River Regional Library 0  
 Stones River Regional Library 155  
 Buffalo River Regional Library 41

 Holston River Regional Library 33  
 Clinch River Regional Library 2  
 Ocoee River Regional Library 60

*Chuck Sherrill  
State Librarian and Archivist  
Office of Secretary of State Tre Hargett  
State Library & Archives  
403 7th Avenue North  
Nashville, TN 37243  
chuck.sherrill@tn.gov*

**Public Library Standards Survey**  
**Questions Related to Digital Literacy Training**

<b>Standards Category</b>	<b>Population Served</b>	<b>Item Number/Summary</b>	<b>% Compliant 2015</b>	<b>% Compliant 2016</b>
<b>Collections</b>	All	Offer training on the Tennessee Electronic Library	38	43
<b>Personnel</b>	All	Offer training for staff members to keep tech skills current	64	77
<b>Personnel</b>	50,000 +	Have full-time Technology staff	61	65
<b>Services</b>	5,000+	Offered classes in Multi-Media	42	64
<b>Services</b>	5,000+	Offered classes in Social Media	50	74
<b>Services</b>	5,000+	Offered classes in Library Resource	62	89
<b>Services</b>	5,000+	Offered classes in Basic Computer Skills	61	87
<b>Services</b>	5,000+	Offered classes in Office Productivity	54	79
<b>Services</b>	5,000+	Offered classes in Privacy and Security	42	59
<b>Services</b>	5,000+	Offered classes in Internet Searching	61	87
<b>Services</b>	5,000+	Provide space and devices for use by community groups for-technology training	50	73
<b>Services</b>	25,000+	Offer monthly digital literacy classes	55	70
<b>Services</b>	50,000+	Offer twice-monthly digital literacy classes	65	70
<b>Services</b>	10,000+	Offer one-on-one technology help sessions up to 10 minutes long, on demand	74	96
<b>Services</b>	50,000+	Offer one-on-one technology help sessions up to 30 minutes long, on demand	95	96

**T**ENNESSEE **S**TANDARDS  
FOR NON-METROPOLITAN  
**P**UBLIC **L**IBRARIES

**REVISED 2014**

**Tre Hargett, Secretary of State**  
**Charles A. Sherrill, State Librarian and Archivist**



Tennessee State Library and Archives  
403 7th Avenue North  
Nashville, TN 37243-1409

*2014 Tennessee Standards for Non-Metropolitan Libraries*  
*Tennessee State Library & Archives*



## Standards for Technology

### All Levels:

1. All library staff demonstrate basic computer literacy, including:
  - a. The ability to navigate the basic operational and productivity software necessary to complete core work functions, including word processing and simple spreadsheets;
  - b. The ability to navigate search engines and browsers;
  - c. The ability to send and receive email;
  - d. An understanding of basic computer terminology; and
  - e. A working knowledge of hardware and peripherals (monitors, printers, keyboards, touchscreens, etc.).
2. Library has a dedicated Internet connection with adequate bandwidth to support public demand, at the minimum speeds stipulated in the chart in Appendix VI, as demonstrated by speed tests.<sup>iii,iii</sup>
3. Library will have free wireless local area network access to the public. Wireless Internet access extends to all public areas of the library.<sup>iv</sup>
4. Each Internet workstation includes protective software and office productivity software (e.g., word processing, spreadsheets, and presentations), a PDF reader, and Flash™ Player.<sup>v</sup>
5. Library has adequate Internet workstations so patrons have access to a computer with a wait time of 30 minutes or less under normal conditions.
6. Internet workstations include patron ability to retrieve and store data to portable devices.<sup>vi</sup>
7. Library will have a web presence including one-click access to TEL and R.E.A.D.S., with information about library programs and activities as well as library contact information.
8. Library website content, including links, is reviewed monthly.<sup>vii</sup>
9. Library uses an automated circulation system and online public access catalog for remote patron use.
10. Library has a designated phone line and responds to calls from the public.
11. Library policies and procedures ensure privacy and security of patron data.<sup>viii</sup>
12. A lockdown software program is installed on public computers, which clears online session data from public computers.<sup>ix</sup>
13. Library staff has access to technology support services.<sup>x</sup>
14. Library has a technology plan that addresses improvement and replacement schedules. Plan is reviewed and updated annually by the board.
15. Library has at least one ADA-compliant computer workstation.<sup>xi</sup>
16. Library staff are empowered to extend public computer sessions, assuring adequate time for patrons to complete tasks.<sup>xii</sup>
17. Library has a public access copier.
18. Library has a public fax service.

### Level III:

1. Library has a dedicated area for technology training.
2. Library has one or more specialized computer workstations for children.
3. Library provides accommodation for public use of computers in privacy while conducting sensitive transactions, within library Internet policies. <sup>xiii</sup>
4. Library provides equipment for public to scan documents into digital formats. <sup>xiv</sup>
5. At least one public computer workstation is equipped for use by the visually impaired. <sup>xv</sup>
6. Public computer sessions are timed and managed by session management software. <sup>xvi</sup>
7. Library offers color printing.

### Levels IV:

1. Website usage statistics are reviewed and analyzed quarterly. <sup>xvii</sup>
2. At least one Internet workstation is equipped with photo-editing software.
3. Wireless printing is available for public use. <sup>xviii</sup>

### Level V:

1. The library provides computers in private spaces for patrons to take tests and communicate virtually with others. <sup>xix</sup>
2. Video conferencing equipment is available for public use. <sup>xx</sup>
3. Computers or mobile devices with extended session periods are available within the library. <sup>xxi</sup>
4. Presentation equipment (e.g. laptop, digital projector, microphone) is available for public use within the library. <sup>xxii</sup>
5. Library maintains spare computers to switch out downed devices with fresh hardware within a business day. <sup>xxiii</sup>
6. Library uses master image deployment and recovery system for efficient installation and maintenance of public computers. <sup>xxiv</sup>
7. Online public access catalog and library website are optimized for mobile devices.

## Standards for Services

### All Levels:

1. Library participates in statewide interlibrary loan through the statewide courier.
2. Library provides programming for children on a regularly scheduled basis.
3. Library enables non-residents to use library materials and technology.
4. Library provides basic information and referral services.
5. Library is open a minimum of 20 hours per week, with evening or weekend hours.

### Level II:

1. Library provides quarterly public digital literacy training on one or more of the following topics:
  - a. Basic computer skills;
  - b. Office productivity software (e.g., word processing, spreadsheets, presentations);
  - c. Internet searching;
  - d. Privacy and security;
  - e. Library resources;
  - f. Social media; and
  - g. Multi-media (e.g. photo, video, audio)<sup>xxv</sup>.
2. Library offers space and/or devices to community organizations for technology-related training.<sup>xxvi</sup>
3. Library is open 35 hours per week, with evening or weekend hours.

### Level III:

1. Library provides programming for young adults, adults, and seniors.
2. Library provides full reference services, including standard print and online reference sources and staff assistance in locating additional materials online.
3. Library is open 45 hours per week, with evening and weekend hours.
4. Library provides one-on-one technology help for patrons on demand for at least 10 minute sessions.<sup>xxvii</sup>

### Levels IV:

1. Library provides programming for all ages.
2. Library is open 55 hours per week, with evening and weekend hours.
3. Library provides monthly public digital literacy training on two or more of the topics listed in Level II, item 1.

Level V:

1. Library is open 60 hours per week, with evening and weekend hours.
2. Library provides public digital literacy training at least twice per month. Over the course of a year, training is provided on all of the topics listed in Level II, item 1.
3. One-on-one training is available for patron-owned devices. <sup>xxviii</sup>
4. Library provides one-on-one technology help for patrons by appointment for at least 30 minute sessions. <sup>xxix</sup>
5. Library maintains a collection of technology devices for loan for staff development and programming purposes. <sup>xxx</sup>



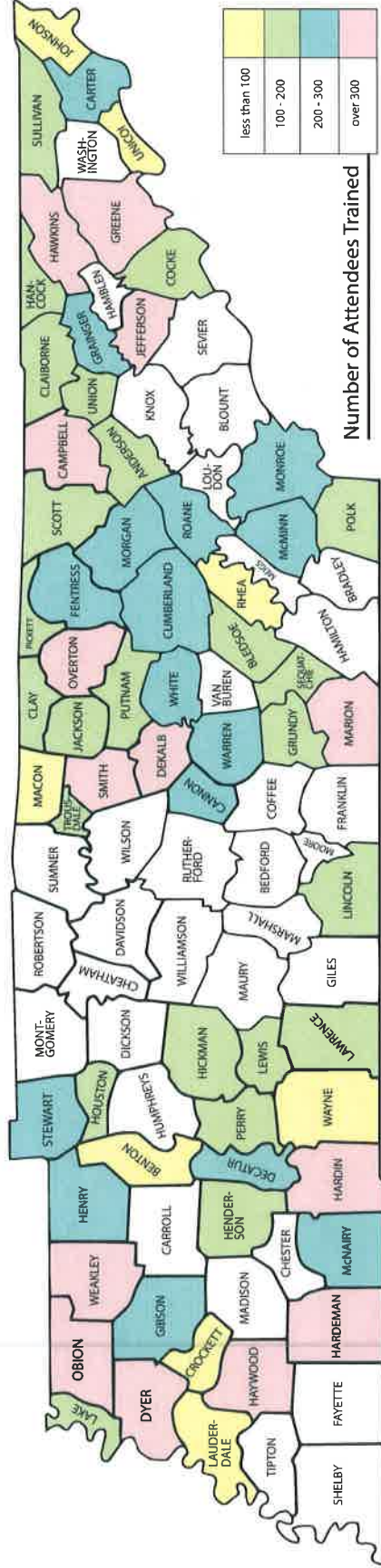
**Laptop Lap Grant Program  
2012-1014**

County	Laptop Lab Library	Laptops Received	Grant Total	Training Hours	Number of Attendees
Anderson	Lake City Public Library	7	\$16,076.00	100	141
Benton	Benton County Library	12	\$21,866.00	339	64
Bledsoe	Bledsoe County Public Library	7	\$16,076.00	122	198
Campbell	Jellico Public Library	12	\$21,866.00	60	380
Cannon	Cannon County Library System	7	\$16,076.00	111	207
Carter	Elizabethton Carter County Public Library	12	\$21,866.00	71	250
Claiborne	Barbara Reynolds Carr Memorial Library	7	\$16,076.00	94	116
Clay	Clay County Public Library	7	\$16,076.00	283	121
Cocke	Parrottsville Community Library	7	\$16,076.00	60	58
Cocke	Stokely Memorial Library	7	\$16,076.00	60	134
Crockett	Crockett County Library	7	\$16,076.00	60	42
Cumberland	Art Circle Public Library	12	\$21,866.00	60	259
Decatur	Decatur County Public Library	12	\$21,866.00	78	250
Decatur	Parsons Public Library	7	\$16,076.00	65	203
DeKalb	Alexandria Branch Library	7	\$16,076.00	107	164
DeKalb	Justin Potter Library	7	\$16,076.00	113	304
Dyer	McIver's Grant Public Library	7	\$16,076.00	88	304
Fentress	Fentress County Public Library	12	\$21,866.00	103	215
Gibson	Mildred G. Fields Memorial Library	12	\$21,866.00	140	273
Grainger	Bean Station Public Library	7	\$16,076.00	60	264
Greene	Greeneville-Greene County Public Library	7	\$16,076.00	114	223
Greene	Mosheim Public Library	7	\$16,076.00	96	188
Grundy	Altamont Public Library	7	\$16,076.00	62	115
Grundy	May Justus Memorial Library	7	\$16,076.00	67	74
Hancock	Hancock County Public Library	12	\$21,866.00	93	127
Hardeman	Bolivar-Hardeman County Library	7	\$16,076.00	312	341
Hardin	Hardin County Library	12	\$21,866.00	120	404
Hawkins	Church Hill Branch Library	12	\$21,866.00	81	167
Hawkins	H. B. Stamps Memorial Library	12	\$21,866.00	95	203
Hawkins	Mt. Carmel Library	7	\$16,076.00	63	41
Haywood	Elma Ross Public Library	12	\$21,866.00	109	373
Henderson	Lexington-Henderson County Everett Horn Public Library	12	\$21,866.00	61	136
Henry	W. G. Rhea Public Library	12	\$21,866.00	76	227
Hickman	East Hickman Branch Library	12	\$21,866.00	90	103
Hickman	Hickman County Public Library	12	\$21,866.00	66	93
Houston	Houston County Public Library	12	\$21,866.00	219	172
Jackson	Charles Ralph Holland Memorial Library	7	\$16,076.00	60	123
Jefferson	Jefferson City Public Library	7	\$16,076.00	197	347
Johnson	Johnson County Public Library	12	\$21,866.00	60	51
Lake	Tiptonville Public Library	7	\$16,076.00	103	138

**Laptop Lap Grant Program  
2012-1014**

Lauderdale	Lauderdale County Library	7	\$16,076.00	60	36
Lawrence	Lawrence County Public Library	7	\$16,076.00	78	123
Lewis	Lewis County Public Library	7	\$16,076.00	69	113
Lincoln	Fayetteville-Lincoln County Public Library	12	\$21,866.00	61	134
Macon	Macon County Public Library	12	\$21,866.00	60	30
Macon	Red Boiling Springs Branch Library	7	\$16,076.00	60	41
Marion	Jasper Public Library	12	\$21,866.00	90	387
McMinn	E. G. Fisher Public Library	12	\$21,866.00	244	225
McNairy	Irving Meek, Jr. Public Library	7	\$16,076.00	180	206
McNairy	Jack McConnico Memorial Library	7	\$16,076.00	60	89
Meigs	Meigs-Decatur Public Library	12	\$21,866.00	143	42
Monroe	Sweetwater Public Library	12	\$21,866.00	138	211
Morgan	Coalfield Public Library	7	\$16,076.00	110	174
Morgan	Sunbright Public Library	7	\$16,076.00	60	78
Obion	Obion County Public Library	12	\$21,866.00	173	297
Overton	Millard Oakley Public Library	12	\$21,866.00	114	343
Perry	Lobelville Branch Library	7	\$16,076.00	91	72
Perry	Perry County Public Library	7	\$16,076.00	64	114
Pickett	Pickett County Public Library	12	\$21,866.00	61	194
Polk	East Polk Public Library	7	\$16,076.00	70	105
Putnam	Monterey Branch Library	7	\$16,076.00	60	130
Rhea	Clyde W. Roddy Public Library	12	\$21,866.00	62	55
Roane	Kingston Public Library	12	\$21,866.00	122	88
Roane	Rockwood Public Library	12	\$21,866.00	96	184
Scott	Huntsville Public Library	7	\$16,076.00	152	119
Sequatchie	Sequatchie County Public Library	7	\$16,076.00	60	116
Smith	Smith County Public Library	12	\$21,866.00	60	311
Stewart	Stewart County Public Library	12	\$21,866.00	140	201
Sullivan	Sullivan County Public Library	12	\$21,866.00	213	109
Trousdale	Fred A. Vaught Memorial Library	7	\$16,076.00	60	151
Unicoi	Unicoi County Public Library	7	\$16,076.00	60	40
Union	Luttrell Public Library	7	\$16,076.00	60	151
Warren	Wm. H. & Edgar Magness Community House and Library	12	\$21,865.00	75	209
Wayne	Clifton Branch Library	7	\$16,076.00	60	52
Weakley	C. E. Weldon Public Library	7	\$16,076.00	60	244
Weakley	Dr. Nathan Porter Public Library	7	\$16,076.00	60	105
Weakley	Ned R. McWherter Weakley County Library	7	\$16,076.00	60	180
White	White County Public Library	12	\$21,866.00	61	210
<b>TOTALS</b>		<b>709</b>	<b>\$1,456,577.00</b>	<b>7,818</b>	<b>13,262</b>

**Free Public Workshops  
Using Laptop Labs in Rural Public Libraries  
Grant Program 2012-2014**



**Excerpt from the project report:**

“A variety of subjects have been provided to the public including: Basic Computer Skills, How to Use a Word Processing Program, How to Use a Spreadsheet Program, How to Write a Resume, How to File for Unemployment, and How to Search Online for Employment to name a few. To illustrate the success of the project, the following are some comments gathered by the grantees.

- “Because of [the trainer’s] help in making a very professional internal resume, I was awarded the promotion I was seeking.” (Stewart County Library)
- “[The trainer] was so kind and helpful with my wife. She overcame her fear and embarrassment and really learned about the Internet.” (E. G. Fisher Library, McMinn County)
- “Sharing the participants’ joy, hearing their laughter as they made mistakes and learned from them, and their expressions of gratitude, has made this all worthwhile.” (Hancock County Library)

“We also have stories from the grantees and the program attendees on how the labs and/or training helped them find employment. This program has been effective in promoting digital literacy and helping build a stronger workforce in Tennessee.”



# Tennessee Electronic Library

[www.tntel.info](http://www.tntel.info)



**FREE for every  
Tennessean**

**Foreign Language Courses**

**Practice Tests & courses**

**Family history tools**

**Resume builder**



## What is TEL?

The Tennessee Electronic Library is a virtual library that you can use anywhere in Tennessee!

TEL is your library on the go

- **Magazines**
- **Newspapers**
- **Practice Tests**
- **Language Learning**
- **Genealogy**
- **World Book**

## Tennessee Electronic Library

### Homework Help

From science and math to history and current events, TEL is an excellent resource for students. Whether preparing for a debate or practicing for a college entrance exam, TEL has something for every student.

### Career Tools

**Career Transitions** helps those searching for a new career, from discovering interests and education programs to crafting a resume and cover letter. Be at your best by practicing for the interview ahead of time! TEL is always available, no matter when you need it, anywhere you have an internet connection.

### For Business Professionals

Tennessee Electronic Library provides business professionals with access to an amazing collection of resources that will help keep them current in today's changing market. Visit the **Small Business Resource Center** to find tools for becoming your own boss. Or check out the financial markets with **Business Insights Essentials**. There are also a variety of magazines and business journals like *Business Quarterly*, *The Economist* and *Economics Week*.

### Genealogy Research

HeritageQuest provides Federal Census records, local history books, family histories and more.

### For Educators

Not only can TEL help to enhance the classroom experience by providing students access to **complex informational** readings and **skill building courses in math** and **reading**, but educators can take advantage of the wide range of materials available for their own professional development. The Test Prep in TEL includes practice exams for the **GRE** and the **Praxis I** and **II** tests.

Check out  
the kids page  
[www.tel4u.org](http://www.tel4u.org)

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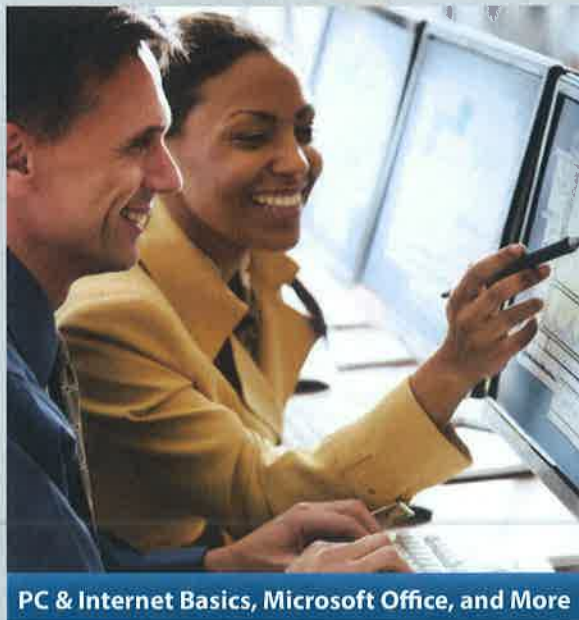


# Computer Skills

Anytime, anywhere 

## TECHNOLOGY AT YOUR FINGERTIPS

Life happens on the computer. We use it at work and home for finding information, job searching, social networking, and staying in touch with family and friends. Learn the fundamentals of your computer, the Internet, and popular software applications with these easy-to-follow multimedia tutorials—and take advantage of all that today's technology has to offer.



PC & Internet Basics, Microsoft Office, and More

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- ▶ More than 100 self-paced online tutorials
- ▶ Beginner to advanced levels
- ▶ Fun to learn and easy-to-use
- ▶ Learn Windows & Mac OS X operating systems
- ▶ Gain proficiency in popular software programs
- ▶ Progress rapidly using self-directed videos
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# Computer Skills

## Featured Resources

**LearningExpress** provides interactive online resources to help people achieve academic and career success. The Computer Skills video courses are a fun and easy way to learn how to use the computer, the Internet, and the software applications most commonly needed for home, school, and work. The Computer Skills video courses are available as an add-on to LearningExpress platforms.



Interactive, easy-to-use, unlimited remote access



### Get Started with Your Computer

#### Getting to Know Your Computer

- ▶ Computer Basics 1: Roles of Computers
- ▶ Computer Basics 2: Personal Computer

#### Using Your Desktop Applications

- ▶ Computer Basics 3: The Basics of Windows 7
- ▶ Computer Basics 4: Customizing Windows 7
- ▶ Computer Basics 5: Application Basics
- ▶ Computer Basics 6: Organizing Data
- ▶ Computer Basics 7: Web Browsing
- ▶ Computer Basics 8: Printing

#### Computer Safety and Maintenance

- ▶ Computer Basics 9: Maintenance and Security



### Get Started with the Internet

#### Discover the Internet

- ▶ Internet Basics 1: What is the Internet?
- ▶ Internet Basics 2: Surfing the Internet
- ▶ Internet Basics 3: The Internet as a Search Tool
- ▶ Internet Basics 4: Using One-on-One Communications

#### Using Your Email

- ▶ Internet Basics 5: Email Etiquette

#### Social Media Tools

- ▶ Internet Basics 6: Branching Out Using the Internet
- ▶ Internet Basics 7: Understanding Social Networking
- ▶ Internet Basics 8: Using Web Tools

#### Internet Safety

- ▶ Internet Basics 9: Protecting Yourself Online



### Popular Software Tools

#### Microsoft Access

- ▶ Access 2013 - Basic
- ▶ Access 2013 - Int.
- ▶ Access 2013 - Adv.
- ▶ Access 2010 - Basic
- ▶ Access 2010 - Int.
- ▶ Access 2010 - Adv.
- ▶ Access 2007 - Basic
- ▶ Access 2007 - Int.
- ▶ Access 2007 - Adv.

#### Microsoft Excel

- ▶ Excel 2013 - Basic
- ▶ Excel 2013 - Int.
- ▶ Excel 2013 - Adv.
- ▶ Excel 2013 - What's New
- ▶ Excel 2010 - Basic
- ▶ Excel 2010 - Int.
- ▶ Excel 2010 - Adv.
- ▶ Excel 2010 - Expert
- ▶ Excel 2008 - Basic (Mac)
- ▶ Excel 2008 - Adv. (Mac)
- ▶ Excel 2007 - Basic
- ▶ Excel 2007 - Int.
- ▶ Excel 2007 - Adv.

#### Microsoft Outlook

- ▶ Outlook 2013 - Basic
- ▶ Outlook 2013 - Int.
- ▶ Outlook 2013 - Adv.
- ▶ Outlook 2013 - What's New
- ▶ Outlook 2010 - Basic
- ▶ Outlook 2010 - Int.
- ▶ Outlook 2010 - Adv.
- ▶ Outlook 2007 - Basic
- ▶ Outlook 2007 - Int.
- ▶ Outlook 2007 - Adv.

#### Microsoft PowerPoint

- ▶ PowerPoint 2013 - Basic
- ▶ PowerPoint 2013 - Int.
- ▶ PowerPoint 2013 - Adv.
- ▶ PowerPoint 2013 - What's New
- ▶ PowerPoint 2010 - Basic
- ▶ PowerPoint 2010 - Adv.
- ▶ PowerPoint 2008 - Basic (Mac)
- ▶ PowerPoint 2008 - Adv. (Mac)
- ▶ PowerPoint 2007 - Basic
- ▶ PowerPoint 2007 - Adv.

#### Microsoft Project

- ▶ Project Pro 2013 - Basic
- ▶ Project Pro 2013 - Adv.
- ▶ Project Professional 2010 - Basic
- ▶ Project Professional 2010 - Adv.
- ▶ Project 2007 - Basic
- ▶ Project 2007 - Int.
- ▶ Project 2007 - Adv.

#### Microsoft Publisher

- ▶ Publisher 2007

#### Microsoft SharePoint

- ▶ SharePoint Designer 2010 - Basic
- ▶ SharePoint Designer 2010 - Adv.

- ▶ SharePoint Designer 2007 - Basic
- ▶ SharePoint Designer 2007 - Int.
- ▶ SharePoint Designer 2007 - Adv.

#### Microsoft Visio

- ▶ Visio 2010 - Basic
- ▶ Visio 2010 - Int.
- ▶ Visio 2010 - Adv.
- ▶ Visio 2007

#### Microsoft Word

- ▶ Word 2013 - Basic
- ▶ Word 2013 - Int.
- ▶ Word 2013 - Adv.
- ▶ Word 2013 - What's New
- ▶ Word 2010 - Basic
- ▶ Word 2010 - Int.
- ▶ Word 2010 - Adv.
- ▶ Word 2008 for Mac - Basic
- ▶ Word 2008 for Mac - Adv.
- ▶ Word 2007 - Basic
- ▶ Word 2007 - Int.
- ▶ Word 2007 - Adv.



### Learn Computer Graphics & Illustration

#### Adobe Illustrator

- ▶ Illustrator CS6 - Basic
- ▶ Illustrator CS6 - Adv.
- ▶ Illustrator CS5 - Basic
- ▶ Illustrator CS5 - Adv.

#### Adobe Photoshop

- ▶ Photoshop CS6 - Basic
- ▶ Photoshop CS6 - Adv.
- ▶ Photoshop CS5 - Basic
- ▶ Photoshop CS5 - Adv.



### Understanding Your Operating System

#### Windows Operating Systems

- ▶ Microsoft Windows XP - Basic
- ▶ Microsoft Windows XP - Adv.
- ▶ Microsoft Vista Business - Basic
- ▶ Microsoft Vista Business - Adv.
- ▶ Microsoft Windows 7 - Basic
- ▶ Microsoft Windows 7 - Int.
- ▶ Microsoft Windows 7 - Adv.
- ▶ Microsoft Windows 8 - Basic
- ▶ Microsoft Windows 8 - Int.
- ▶ Microsoft Windows 8 - Adv.

#### Macintosh Operating Systems

- ▶ Mac OS X Leopard Desktop