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## Ohio eBook Project

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As Project Manager for the [Ohio eBook Project](#), I assist two groups of users: library staff and library patrons. Their needs are both similar and very different at the same time.

The most common inquiry from library patrons is, "How do I use this service?" Depending on their level of technology literacy, I may email them a basic how to get started flyer or information on where to find help online. Occasionally, there are patrons that are not as technology savvy; in those cases I talk them through the process step-by-step over the phone. Afterward, I also provide them with information on where to find help online. In some cases I send patrons printed materials on how to get started and find online help.

Staffs at the State Library, and libraries participating in the Ohio eBook Project, also receive inquiries from patrons on how to use the service. When they are unable to answer a question, it often comes to me. If I have previously answered a similar question, I am able to explain the steps. If library staff have unique or more complex questions, they are encouraged to contact support services provided Overdrive.

The State Library provides libraries participating in the Ohio eBook Project with a variety of information. I most often use digital means of communication such as email but also receive phone calls and sometimes faxes. I also maintain a listserv where announcements and general program information is sent to everyone to help keep them informed.

I do my best to try and anticipate the types of questions I will receive from both patrons and library staff. If I receive the same questions multiple times, I usually prepare an informational document. That way I can either refer to it quickly or share the information with the group in case someone else had the same question but didn't ask. Reports, promotional materials, user guides and general information are available for library staff on [WebJunction Ohio](#).