



Virginia Association of Counties
ACHIEVEMENT AWARDS



APPLICATION FORM

All applications must include the following information. Separate applications must be submitted for each eligible program. **Deadline: June 1, 2016.** Please include this application form with electronic entry.

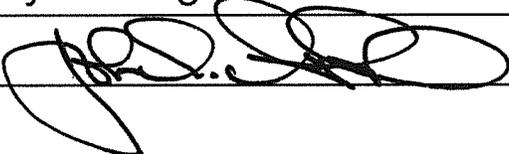
PROGRAM INFORMATION

County: Henrico County
Program Title: Appy Hour at the Library
Program Category: Customer Service

CONTACT INFORMATION

Name: Cristol Klevinsky
Title: Management Specialist
Department: County Manager's Office
Complete Mailing Address: 4301 E. Parham Rd., Henrico, VA 23228
Telephone: 804-501-4370 Website: henrico.us
Email: kle@henrico.us

SIGNATURE OF COUNTY ADMINISTRATOR OR CHIEF ADMINISTRATIVE OFFICER

Name: John A. Vithoukas
Title: County Manager
Signature: 

1. Short Overview of the Program

The Appy Hour program at Henrico County Public Library (HCPL) invites members of the community to bring their smartphones and tablets to learn about helpful free mobile applications, better known as apps. Accessing the Library's eBooks and digital magazines using a tablet or mobile phone requires the use of mobile apps. While helping patrons with library-specific apps, library staff found that many patrons wanted to know more about apps and how they work in general. The first Appy Hour took place on January 13, 2014 and was successful with 10 people in attendance. The program has now been adopted by other libraries in the system further helping citizens in the County with their digital needs.

2. Problem/Challenge/Situation

Digital devices are now very common. People who are not familiar with them are often gifted them and do not know how or are not comfortable using them. Library staff was receiving a high number of requests for recommended apps, how to get them and how to use them. While helping patrons at the information desk, in particular with accessing our digital collection, patrons would ask for help with other apps and for help with their devices. As this could cause a bit of a line at the desk and because there was an obvious need for this information, Library staff took an interest in offering a scheduled class for this very topic and Appy Hour was created.

3. How the Program Was Carried Out

When the Library gained a digital collection accessible through mobile apps, staff found that they were getting questions about different kinds of mobile apps. To help mitigate the new questions and need for information, Appy Hour was developed. Appy Hour is a one-hour program currently offered 2-3 times a year usually on Saturday afternoons or weekday evenings. The apps to be presented at the program are chosen by a library staff person using

trusted review sites. Only free apps are chosen to share at the programs. The staff person then downloads several apps to the library's iPad to evaluate and determine if they would be of interest to patrons. Library staff uses the library iPad with the selected apps downloaded to it to provide a visual display during the program and talk about what each app does and how it can be useful. Participants can then download and start using the apps and receive help from library staff right away.

The one-hour time period has proven to be sufficient in introducing the apps and then allowing participants to guide which apps are further explored or downloaded to their devices. The number of apps presented changes based on patron input from the previous session. Over 60 apps have been presented at the five Appy Hour sessions held thus far.

At each program, participants receive information sheets prepared by library staff. The sheets include the apps being presented, how to turn off in-app purchases and how to save battery life. Attendees tend to be older adults who own a smartphone or tablet. Many times attendees received the device as a gift and/or wanted to keep up with their children or grandchildren.

In early 2014 two other similar app programs, one for teens and one for parents, were offered at other HCPL locations. Tuckahoe Library held their Teen Tech Week App Encounters on March 13, 2014. Five teens attended and shared apps they enjoyed with others who attended.

Gayton Library held an App Chat on April 19, 2014 inviting parents and caregivers to share children's apps they liked, focusing on apps for preschool age children. These two one-time programs were moderately successful, but providing the program for an adult audience was more successful since adults are often the patrons who ask for technology help.

4. Financing and Staffing

An iPad was donated by the Friends of the Henrico County Public Library in 2011. The iPad was priced at \$399 at that time. There is no cost for apps since only free apps are chosen to share at the programs.

5. Program Results

Five Appy Hour programs have been held and more are planned. The next Appy Hour is planned for April 9, 2016. On average there are about five attendees at each Appy Hour and on average these attendees are age 50 or older. Other libraries in the system have begun their own Appy Hours due both to the success of the programs at North Park Library and patron interest. The programs require little staff time, help members of the community with a service they cannot find anywhere else, while also giving library staff an opportunity to share information about eBooks and other online library offerings.

6. Brief Summary

The Appy Hour program at Henrico County Public Library (HCPL) invites members of the community to bring their smartphones and tablets to learn about helpful free mobile applications, better known as apps. Accessing the Library's eBooks and digital magazines using a tablet or mobile phone requires the use of mobile apps. While helping patrons with library-specific apps, library staff found that many patrons wanted to know more about apps and how they work in general. The first Appy Hour took place on January 13, 2014 and was successful with 10 people in attendance. The program has now been adopted by other libraries in the system further helping citizens in the County with their digital needs.

Smartphones and other mobile devices are becoming an increasingly, necessary technology for day-to-day communication. The Appy Hour programs provide a service to community members that is not available elsewhere within Henrico County. Community members often do not know where to turn for help with technology questions. Appy Hour offers a casual, unintimidating opportunity for patrons to get in-depth and hands-on help with their mobile devices.

Six Appy Hour programs have been held and more are planned.. On average there are about five attendees at each Appy Hour and on average these attendees are age 50 or older. Other libraries in the system have begun their own Appy Hours due both to the success of the programs at North Park Library and patron interest. The programs require little staff time, help members of the community with a service they cannot find anywhere else, while also giving library staff an opportunity to share information about eBooks and other online library offerings. This is a very easy program to replicate at other libraries and does not require very much staff time.



At North Park Library

Music Apps

iHeartRadio

A free music app that allows you to listen to live FM/ AM radio that is on air anywhere in the country. It also allows you to build your own stations of music you like.

Pandora

Free music app. Pandora offers premade stations of different genres. You can create personalized playlists by creating stations based on musicians or bands you like. Pandora will play music similar to that artist and you can either give it a thumbs up if you like a song and want more like it or a thumbs down if you don't want to hear a certain song.

Shazam

Has many features for music and TV. Its main draw is its ability to identify music and TV. Want to know what song that is playing on the radio? Turn on Shazam and it will listen then tell you what it is. Also provides links to iTunes to purchase music and TV once it has identified it.

Songza

Free music app that has curated playlists to match your mood, setting and time of day.

SoundCloud

"The world's leading social sound platform" You will discover new music, comedy, news and podcasts with SoundCloud. Users can create their own "sounds" or audio of any kind and upload it to SoundCloud to share with the world.

SoundHound

Another music identifying app, SoundHound will even identify songs you sign or hum for it.

Spotify

Free music app that lets you create your own playlists or has a large choice of pre-made playlists. There is an option to go to a upgraded account that you pay for. Has a website for managing your account. Does not have a website to play music from as some other music apps do.

Photo Editing Apps

Photoshop Express

Photo editor that allows you to crop rotate and manipulate your image. Includes blemish removal and one-touch filters to create different moods. Color and exposure can also be adjusted. Once you have edited your photos you can easily share them from the app.

PicLab

The typography is the reason to use this photo editor. It also has artwork, light FX, filters and borders that can be added to your shots. Edited photos are easily shared from within the app.

Pixlr Express

Has a collage option which is unique to the other photo editors on this list. It also has adjustments for brightness and red eye, effects such as sepia tone, overlays to add effects such as bokeh, borders, words and stickers.

YouCam Perfect

An app to help you achieve the perfect selfie every time. It automatically applies a filter when you take a picture and has other filters and options to edit photos as well.

Traffic Apps

FillUp

Calculate and track your gas mileage. Android only*

GasBuddy

Find the cheapest gas prices near you. You can create an account and accumulate points toward winning \$100 of gas but you don't have to create an account to compare gas prices in your area.

Pro-tip-if searching for this app on an ipad change your search for iphone

MPG for Free

Gas mileage calculator with a MPG charting option. iOS only*

Roadninja

offers traffic information as well as information about what amenities are off of each interstate exit, gas prices at each exit and accidents.

Sigalert

Up-to date traffic information using real time traffic information and live traffic cameras.

Waze

Social traffic alert community. Use Waze to find out about traffic conditions in your area. Other Waze users in the area update information like, police speed traps, accidents and more.

Travel Apps

Postagram

Use this app to send a personalized post card to friends and family while you are on vacation. Post cards are 99¢ each stateside 1.99 international.

TripIt

Create daily itinerary while on vacation and also organize your travel documents and reservations. Trip it does this when you forward the confirmation emails from airline, rental car and hotels.

Free wifi finder

Scan for free hotspots around you and search for wifi spots around the world

Google translate

Allows you to translate from English into many different languages. The app gives you the written version and for many of the languages, audio of how the phrase you typed into the app sounds. You can also compile a personal phrase-book of the expressions you use most.

OANDA currency converter

Converts amounts for 190+ currencies and four precious metals

Pro tip-if searching for this app on an ipad change your search for iphone

Hotel Tonight

Search and book hotels from your smart phone or tablet. Gives lots of info on the hotels.

Wants you to create an account to book rooms. Sign up with e-mail or auto-account with Facebook

GateGuru

User generated information for airports with info about wait times at security, food, shops and other helpful tips given by other travelers using the airport.

Stay

Travel guide with lots of guides compiled by local experts. You can also compile you own guides based on what you'd like to do at your destination from within the app or online at Stay.com

App Comparison Chart

Appy Hour @ North Park Library January 31st

App	iOS	Android	Create Account?	Has a website?
iHeartRadio	✓	✓	(✓)	✓
Pandora	✓	✓	✓	✓
Shazam	✓	✓	✓	✓
Songza	✓	✓	(✓)	✓
SoundCloud	✓	✓	✓	✓
SoundHound	✓	✓	(✓)	✓
Spotify	✓	✓	✓	✓
Photoshop Express	✓	✓		
PicLab	✓	✓		
Pixlr Express	✓	✓		✓ (Pixlr.com)
YouCam Perfect	✓	✓		
FillUp		✓		
GasBuddy	✓	✓	(✓)	✓
MPGforFree	✓			
Roadninja	✓	✓	(✓)	
Sigalert	✓	✓		✓
Waze	✓	✓	✓	✓
Free wifi finder	✓	✓		✓
GateGuru	✓	✓		
Google Translate	✓	✓		✓
Hotel Tonight	✓	✓	✓	✓
Oanda currency calculator	✓	✓		✓
Postagram	✓	✓	✓	
TripIt	✓	✓	✓	✓
Stay	✓	✓	✓	✓

(✓) = you can make an account and save information but you don't have to create an account to use the app