#### Supplemental Materials

Enhancing Customer Knowledge of eReaders and Digital Collections **Chesterfield County Public Library** 



### ... is free eBooks!

Download audiobooks and eBooks 24/7 with your library card - holidays included!



Just visit our Web site and click on the Downloadable Digital Library logo!

### Snowed in? No Problem!

Download audiobooks and eBooks anytime from our Downloadable Digital Library without leaving the house! All you need is your library card.



Digital Library logo!

You can get eBooks and picture books for kids from TumbleBook!





## Books have come a long way.

Get free eBooks and audiobooks. Visit our Downloadable Digital Library and get started today!

> tal Lib d audio and ebook



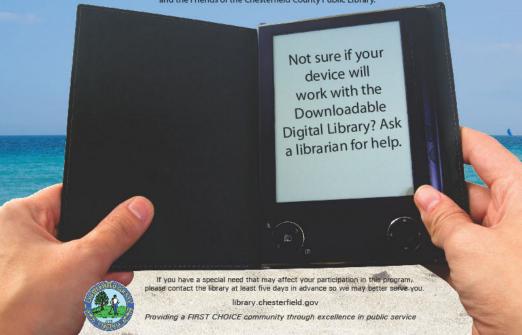
Slides advertising the Downloadable Digital Library were displayed in various electronic formats, such as our electronic signage and our website.

### Ready for some beach reading? Get free eBooks and audiobooks - we'll teach you how!

Get started with CCPL's Downloadable Digital Library. Bring your library card, your laptop and your eReader or music player, and learn how to get great reads for free.

Tuesday, June 21 Saturday, June 25 Wednesday, June 29 Wednesday, July 6 Monday, July 11 Monday, July 18 Wednesday, July 27 Friday, Aug. 5 Monday, Aug. 5 Saturday, Aug. 13 Tuesday, Aug. 16 3-4:30 p.m. 10-11:30 a.m. 1-2:30 p.m. 7-8:30 p.m. 11 a.m.-12:30 p.m. 10:30 a.m.-noon 10:30 a.m.-noon 10-11:30 a.m. 6:30-8 p.m. 10-11:30 a.m. 6:30-8 p.m. LaPrade Library Central Library Bon Air Library Clover Hill Library Clover Hill Library Meadowdale Library Chester Library Ettrick-Matoaca Library Enon Library LaPrade Library Midlothian Library

Registration is recommended and begins June 7. This program is provided in partnership by the Chesterfield County Public Library and the Friends of the Chesterfield County Public Library.



Poster advertising workshops held during summer 2011. Customers were still encouraged to ask a librarian if they needed help.

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Friday, Aug. 5 Monday, Aug. 8 Saturday, Aug. 13	10 a.m. 6:30 p.m. 10 a.m. 6:30 p.m.	Ettrick-Ma Enon Libra LaPrade L Midiothia
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7 p.m. 11 a.m.

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LaPrade Library Central Library Central Library Bon Air Library Clover Hill Library Meadowdale Library Chester Library Ettrick-Matoaca Library Enon Library LaPrade Library Midlothlan Library 10:30 a.m. 10:30 a.m. 10 a.m. 6:30 p.m. 10 a.m. 6:30 p.m.



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Providing a FIRST CHOICE community through excellence in public service

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Tuesday, June 21 3 p.m. Saturday, June 25 10 a.m. Wednesday, June 29 1 p.m. Wednesday, July 6 7 p.m. Monday, July 11 11 a.m. Monday, July 18 10:30 a. Wednesday, July 27 10:30 a. Friday, Aug. 5 10 a.m. Saturday, Aug. 13 10 a.m. Tuesday, Aug. 16 6:30 p.m 3 p.m. 10 a.m. 11 a.m. 10:30 a.m. 10:30 a.m. 10 a.m. 6:30 p.m. 10 a.m.

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Small flyers serve as a tool for one-on-one, word-of-mouth marketing.

		Excel		Dr	wnloa	dable eA	udiobooks	
Learn how to use the most common spreadsheet commands and functions in Microsoft Excel to organize and clarify information. Prerequisite: Must be able to use		Tuesday	Nov. 8	10120105-02125	Chester Library	Chesterfield County Public Library		
		Saturday	Nov. 12		Clover Hill Library	Your Place for Arts, Culture and Information		
a mouse and mended for 1		d. Basic Wo	ord skills are recom-					Commuter Classes
Tuesday	Sept. 13	3 p.m.	Clover Hill Library	Do	wnload	lable Dig	ital eBooks	Computer Classes
Wednesday	Oct. 5	6 p.m.	Midlothian Library	Are you still paying for eBooks? Get them for free – we'll teach you how! Get started with CCPL's Downloadable				
Tuesday	Oct. 11	3 p.m.	Clover Hill Library	Digital Library. Bring your library card, your laptop and your e-reader or smartphone and learn how to get great reads for free.				
Wednesday	Oct. 12	10:15 a.m	. Central Library		Sept. 14	10:15 a.m.	Central Library	
Tuesday	Nov. 15	3 p.m.	Clover Hill Library	Tuesdav	Sept. 20		Clover Hill Library	
Wednesday	Nov. 16	10:15 a.m	. Central Library	Monday	Oct. 17		Midlothian Library	
Wednesday	Nov. 16	6 p.m.	Midlothian Library	Tuesdav	Oct. 18		Chester Library	
Tuesday	Nov. 22	10 a.m.	LaPrade Library	Wednesday			Clover Hill Library	
Wednesday	Nov. 30	11 a.m.	Ettrick-Matoaca Library			÷	Central Library	
Tuesday	Dec. 13	3 p.m.	Clover Hill Library	Friday	Oct. 28		Meadowdale Library	
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iko listonina	to your k	ooko2 Col	the latest tilles from	Wednesday	NOV. 9	10 a.m.	LaPrade Library	
Like listening to your books? Get the latest titles from home – for free! Get started with CCPL's Downloadable Digital Library. Bring your library card, your laptop and			Tuesday	Nov. 15	6 p.m.	MIdlothian Library	L	
-	ayer or sm	artphone a	nd learn how you can	Wednesday	Nov. 16	7 p.m.	Chester Library	the main set
Tuesday			LaPrade Library	Saturday	Dec. 3	3 p.m.	Ettrick-Matoaca Library	
Wednesday	Sept. 28	10:15 a.m	. Central Library	Wednesday	Dec. 7	10:15 a.m.	Central Library	September-December 2011
Wednesday	Oct. 26	7 p.m.	Chester Library	Wednesday	Dec. 7	3 p.m.	Clover Hill Library	(804) 751-CCPL
Friday	Nov. 4	10 a.m.	Meadowdale Library	Saturday	Dec. 10	3 p.m.	Enon Library	library.chesterfield.gov
Wednesday	Nov. 9	10:15 a.m	. Central Library	Tuesday	Dec. 13	2 p.m.	Bon Air Library	Providing a FIRST CHOICE community through excellance in public service

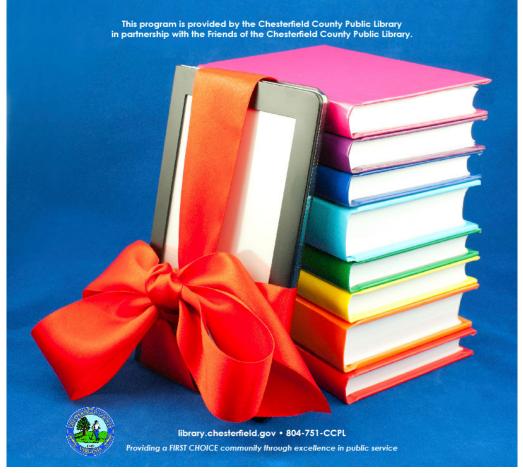
In September 2011, CCPL began holding a regular schedule of workshops in downloadable eBooks and audiobooks.

# You got a new eReader, tablet or smartphone for the holidays. Now what?

Your library can help – with workshops and advice. Learn how to get eBooks and eAudiobooks for free!

Visit library.chesterfield.gov or call your library for workshop times and locations.

Click on the **Downloadable Digital Library** banner to get started with online tutorials and help guides.

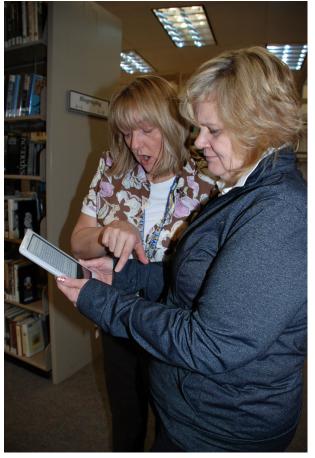


In a sign specifically designed for the post-holiday season, customers are encouraged to visit the library with their new eReaders.

#### Enhancing Customer Knowledge of eReaders and Digital Collections Chesterfield County Public Library



A customer receives one-on-one help from a librarian at the "one stop shop" table.



Library staff talks with a woman who purchased an eReader solely for checking out library books. She said the librarian on the phone was much more helpful than the Barnes and Noble rep, who just wanted to sell her more stuff.