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



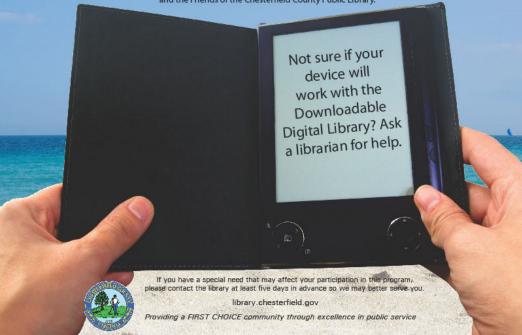
Slides advertising the Downloadable Digital Library were displayed in various electronic formats, such as our electronic signage and our website.

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.

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

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.

| Tuesday, June 21 Saturday, June 25 Wednesday, June 29 Wednesday, July 6 Monday, July 11 Monday, July 18 Wednesday, July 27 | 3 p.m. 10 a.m. 1 p.m. 7 p.m. 11 a.m. 10:30 a.m. 10:30 a.m. | LaPrade L Central Lil Bon Air Lil Clover Hill Clover Hill Meadowd Chester Li |
|--|--|--|
| 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 |
| | Not | sure if your evice will |

brary orary brary I Library I Library ale Library brary orary toaca Library ŗy h Library



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.

3 p.m. 10 a.m.

7 p.m. 11 a.m.

Tuesday, June 21 Saturday, June 25 Wednesday, June 25 Wednesday, July 6 Monday, July 11 Monday, July 18 Wednesday, July 27 Friday, Aug. 5 Monday, Aug. 8 Saturday, Aug. 13 Tuesday, Aug. 16

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.



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

Providing a FIRST CHOICE community through excellence in public service

Get started with CCPL's Downloadable Digital Library. Bring your library card, your laptop and your eReader or music player.

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.

Eleader or music player. LaPrade Library Central Library Bon Air Library Clover Hill Library Clover Hill Library Meadowdale Library Chester Library Ettrick-Matoaca Library Ettrick-Matoaca Library Enon Library LaPrade Library Midlothian Library



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.

Tuesday, June 21 Saturday, June 25 Wednesday, June 25 Wednesday, July 6 Monday, July 11 Monday, July 18 Wednesday, July 27 Friday, Aug. 5 Monday, Aug. 8 Saturday, Aug. 13 Tuesday, Aug. 16

eReader or music player. LaPrade Library Central Library Bon Air Library Clover Hill Library Clover Hill Library Meadowdale Library Chester Library Ettrick-Matoaca Library Ettrick-Matoaca Library Enon Library LaPrade Library Midlothian Library 3 p.m. 10 a.m. 1 p.m. 7 p.m. 11 a.m. 10:30 a.m. 10:30 a.m. 10 a.m. 6:30 p.m. 10 a.m.



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 | |
| Do | wnload | able eA | udiobooks | | | | 89982999 (1923) | Sharle - |
| 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 |

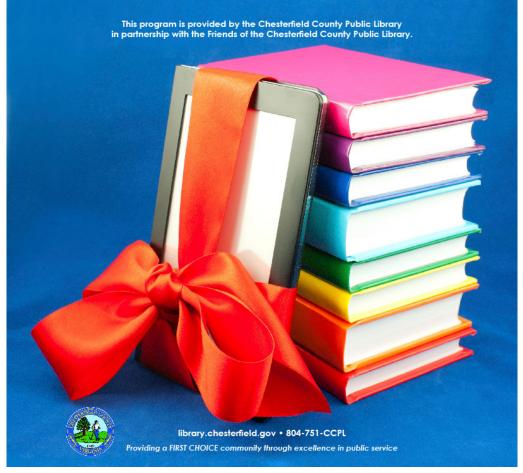
In September 2011, CCPL began holding a regular schedule of workshops in downloadable eBooks and audiobooks.

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.

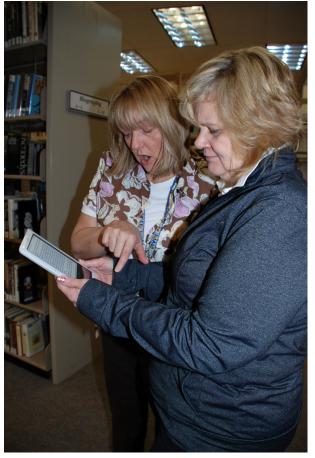


In a sign specifically designed for the post-holiday season, customers are encouraged to visit the library with their new eReaders.

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.