



Could you have said “Yes”? Edge 2.0

When reviewing results from the first Edge Assessment for Oklahoma public libraries, ODL staff noticed that many libraries answered “no” to some benchmark questions when they probably could have answered “yes.” These Edge Assessment questions may be items you can answer with “yes.”

1.2.1: The library offers one-on-one technology support for users on demand at all locations.

1.2.3: The library offers one-on-one technology support in at least one location for:

- **User-owned devices (e.g., eReaders, tablets, smartphones)**
- **Digital tools, software, digital services**

If you have limited staff, we realize that this recommendation may seem unattainable. You may think that with only one or two staff members in the library, you may not have time to do one-on-one help. But consider this: if someone asked for your help in finding resources about a medical condition, you would give them one-on-one help that could easily be ten minutes. If you help your patrons with questions about how to use the computer, e-readers, tablets, smart phones, and Microsoft Office, and/or create an email account, apply online for a job, etc., then you can answer “yes.”

1.2.4: The library offers one-on-one technology support:

- **To help seniors use digital resources, programs and services**

If you offer help in these areas to seniors, you can answer “yes.”

1.3.2: The library’s website makes it possible to access

- **Downloadable e-books**
- **Downloadable audiobooks**
- **Streaming video**

If you are in the OKVirtual Library consortium and you have a library website that sends users to OKVirtual, you can answer “yes” to these items. Identify your website link as the place to go to “download eBooks, audiobooks, and streaming video.”

5.1.1: Library users are able to

- **Consult medical databases through the library website**

ODL provides free access to EBSCOhost to all Oklahoma libraries. If you have EBSCO linked and functional on your library’s website, then you can answer “yes” to this item. EBSCOhost provides the *Health Research* search page which accesses the following databases for information: Academic Search Premier, AHFS Consumer Medication Information, Health Source - Consumer Edition, Health Source: Nursing/Academic Edition, MasterFILE Premier, MEDLINE, and Consumer Health Complete. Visit EBSCOhost and click on *Health Research*: <http://search.ebscohost.com>.

If your EBSCO link is no longer working (due to change of IP address or other reason), go to this ODL page <http://support.ebsco.com/contact/odl.html> for EBSCO support information.

For more information about signing up for EBSCO and other databases provided by ODL, please see the ODL document, *EBSCOhost, Explora, and Britannica for Your Library: Provided by ODL*.