

iPad[®] *FAQs for Institutions*

The first stop for information about L.E. Phillips Memorial Public Library's iPad lending program is our [iPad resources page](#) on the library website.

Why the iPad?

While there are many devices competing for the attention of the library customer, no single device can fulfill every need. The iPad was chosen for this project because of its place as a tablet computer marketplace leader and its flexibility in providing more access to library-related content than an e-reader-only device. The iPad was also chosen because it offers media in a variety of formats. Screen magnification provides the user with the option of reading books in standard, large or giant-sized print – ideal for customers with aging eyes. The iPad's superior sound system ensures excellent sound quality for listening to audiobooks, and it has a VoiceOver feature which, when activated, actually reads the material displayed on the screen at the user's selected pace.

How did you fund your project?

The library received a very generous contribution from the Presto Foundation. The Presto Foundation (National Presto headquarters is in Eau Claire) came to us with the idea, asked us to write a proposal, negotiated some of the details with us and gave us the funds as a grant of the local support variety.

How did you find general information about how the iPad works?

Staff used a variety of tools, including print and Internet resources, along with collaborative experimentation to educate ourselves about how to use the iPad interface, add and organize content and sync to multiple devices. The Apple website has excellent video tutorials and we were able to find some useful videos on YouTube which we link to on the iPad resources page of the library website.

How did you set up an iTunes account?

First, we needed to download iTunes. We found information on creating an iTunes account with or without a credit card on the Apple support site.

How do you load the same content onto each iPad?

We use one iTunes account on one computer for all of our iPads. Using one iPad, we load and organize all of the content the way that we want it to appear and then create a master backup (see next FAQ). We then use the master backup to load all of the same content onto the other iPads. We recommend using an Apple computer (we use a Mac Mini) versus a PC because there are fewer errors when syncing multiple devices.

How do you create a master backup?

First load everything you would like onto the iPad. Make sure that all settings are how you want them copied. (Make sure the Safari browser is set to the page you would like, and the history is cleared. Make sure apps are at the starting point, make sure that passwords are not saved, that the app store is at a starting point, etc.)

Next, sync the iPad to the computer. Then, in iTunes (on the computer) change the name of the device to "Master XX-XX" with the most current date (e.g., Master 10-05). To change the name, double-click on the name of the device. Right-click on the name of the device, then select "Create Backup," You may want to delete older backups to reduce confusion. You can do that in iTunes by going into "preferences" and selecting "devices" and then deleting the older backups.

How do you allow customers the freedom to download items on their own?

After each iPad has been restored, but before it is circulated again, we log out of the library's iTunes account. That way, customers may log in to use their own account. We created a video tutorial for how to create an iTunes account without a credit card. Customers may add, delete or change the content of the iPad however they choose.

How do you reset content once the iPad is returned?

We chose a procedure that will completely restore the iPad to factory settings after each use, and then reload the content using the master backup.

The process of erasing the iPads takes about 5-10 minutes and restoring from backup takes about 40 minutes. About 10 minutes of that time is from the 1,000 preloaded e-books we provide and the other time is from the 227 apps that we include. If you want to minimize the amount of time the restore process takes then you may wish to select smaller-sized apps. The size information is available when you download the item. You can also opt to display the size in your computer's iTunes account so that you can easily see which apps take up more space. The actual staff time spent for each restore is about 2 or 3 minutes per device.

Please note: Simply using the restore from backup function on iTunes (without first restoring the iPad to factory settings) does not erase user content. It will only reset the settings that were originally saved as a part of the backup.

How do you organize content?

To make the iPads more user-friendly, we organized our apps and website shortcuts into folders. Technically, it was a very simple process. The hard part was deciding where to put each app as it can only be put into one folder. Also, you may be interested to know that you can assign names to folders and website shortcuts, but you cannot rename downloaded apps. If you create folders using iTunes, make sure to sync the device after you make changes.

How do you store the iPads?

We use a lockable Bretford® cart that holds and charges 30 iPads. There are also carts that can be connected to a Mac computer that will also sync the devices. If you plan to restore and reload iPads after each use, that may not be the best option.

How do you protect the iPad?

All of our iPads have a clear screen protector as well as a silicone sleeve. We use netbook cases for our circulating devices. They are larger than most iPad cases and can hold the iPad, syncing cord, USB power adapter and our instructional handouts.

What are your circulation policies?

Information on our circulation policies and guidelines can be found on the iPad resources page of our library website.

How did you decide what to put on for apps and website shortcuts?

All of our apps are free downloads. We used a variety of online sources to develop lists of popular apps. (E.g., www.techsupportalert.com/best-free-ipad-apps). Each app was then tested to make sure the content was appropriate and to verify the content was free. We also added website shortcuts to various library pages and databases as well local government and community resources.

What instruction or assistance do you offer customers?

Customers can find iPad FAQs and a Quick Start Guide on the iPad resources page of the library website. Print copies of those materials are also circulated with the iPads. Customers that have questions (either specific or general) about using iPads may inquire at Information & Reference, either by phone, e-mail or in person.

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