

## **Overview of the Program**

EReaders are steadily rising in popularity with American consumers – currently almost a third of adults in the United States own either an eReader or a tablet computer.

CCPL's eBook and audiobook lending service, the Downloadable Digital Library, makes free eBooks available to library customers, and highlights the need for knowledgeable librarians. With new devices and formats constantly coming available, customers new to eBooks are faced with a sea of information and a need for expert help. Library staff has developed innovative workshops, handouts, and other creative vehicles for helping eBook customers learn to use their devices and the library's lending system. Librarians are teaching customers how to take full advantage of their devices, thereby offering the economical reading material and 24/7 access that makes eReaders so convenient.

This free, personalized education and assistance provided by our librarians is a service that is unavailable anywhere else in Chesterfield County – indeed, perhaps nowhere else, period. Through workshops and other methods, librarians at CCPL demonstrated responsiveness to community and customer needs by giving customers the knowledge they need to take advantage of their portable devices and CCPL's Downloadable Digital Library. Through staff training, continuing feedback, and personalized help, CCPL has created a full-spectrum program that serves as a model for comprehensive customer assistance.