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Tech Guru helps with gadgets at York libraries

By *NIKELLE SNADER*

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For people still struggling with the new gadgets they received as gifts during the holidays, it might be time to go to the master for help.

Adam Barton, programming assistant at the York libraries, travels to various libraries across the county to help people with their laptops, smartphones or tablets.

For some visitors, it's the first time they've owned a Kindle. For others, Barton helps with troubleshooting issues or setting up the devices with the library's apps and resources.

The program began at the Dillsburg Area Public Library. But after just a few months as the official tech guru, Barton travels year-round to 12 of the York County libraries in the county.

Barton visits the libraries for two hours at a time, and he sits down with people on a walk-in basis. Barton said he helped 10 to 12 people when the program first started, but it's typical for him to see about five people per visit.

Barton said he gets questions from all skill levels: Some people ask how to capitalize letters in a sentence on their tablets or smartphones. Others are asking questions closer to the "rocket science" part of how a device works.

Working with technology has always been a natural component of his skill set, said Barton, who earned his associate's degree in specialized business in the computer systems specialist program at York's YTI Career Institute.

"Growing up as a kid, I always had a computer in my face," Barton said.

Now, he's using that background knowledge -- and acquired skills from constantly reading technology news online -- to help those who need a tutorial or two.



Adam Barton, tech guru for Martin Library, right, helps Helen and Neal Devoe of Fawn Grove with their Nook reader at the Paul Smith Library of Southern York County, Thursday January 2, 2014. Barton, who recently graduated from YTI, travels to 12 different county libraries to provide technical assistance for residents. He helps them not only with eBranch but with any tablet, smart phone or laptop problems they may have. For a schedule of Barton's visits go to: <http://www.yorklibraries.org/tech-guru>
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Barton said he once had a woman bring him three laptops, all in varying stages of disrepair. Barton had to tell her one was completely dead, but he was able to get the other two in working order, and cleared one of them from multiple viruses.

Barton said everything he does as a tech guru at the libraries is free, and he can help even seasoned tablet users set up their devices for the library app or the eDownloads available through the library.

Barton's schedule varies from month to month, but he typically visits at least one York library on every Wednesday and Thursday of the month.

-- Reach Nikelle Snader at nsnader@yorkdispatch.com.

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