**TROUBLESHOOTING**

1. What do you think?
2. Tell the students that you are going to pose some riddles for them. They are not to answer immediately. Instead, they are to think about it for 30 seconds – and they discuss ideas with a partner. After pairs have had a chance to discuss their ideas, you will then ask for possible solutions.
3. NOTE: Even if a pair gives the correct answer right away – don’t confirm whether or not the answer is right. Instead, ask if others had ideas – discuss a few of the thoughts offered – and then confirm the accurate response.
4. If accurate responses are given, ask HOW the students came to the answers. What word(s) and/or idea(s) led them to their response? **OR** – after you give the solution, ask HOW someone could have figured out the answer? What could have given it away?

**RIDDLE ONE:**

**Q: You walk across a bridge and you see a boat full of people yet there isn’t a single person on board. How is that possible?**
A: All the people on the boat are married.

**RIDDLE TWO:**

**Q: How can you throw a ball as hard as you can, to only have it come back to you, even if it doesn’t bounce off anything?**
A: Throw the ball straight up in the air.

**RIDDLE THREE:**

**Q: I am an odd number. Take away one letter and I become even. What number am I?**
A: Seven (take away the ‘s’ and it becomes ‘even’).

**RIDDLE FOUR:**

**Q: I have a large money box, 2 feet across, 2 feet tall, and two feet deep. Roughly how many coins can I place in my empty money box?**
A: Just one, after which it will no longer be empty.

1. After discussing the three riddles, ask the students which one they thought was the easiest? The most difficult? WHY? Again, discuss HOW they solved (or attempted to solve) the riddles? What clues were available?
2. Finally, explain that you are going to show and discuss a Power Point presentation about “troubleshooting” problems with the Laptops. If there is a problem (i.e. “a riddle”), are there “clues” to consider that might help the student figure out a solution to the problem? Or – is the “riddle” too difficult to solve – and additional help is needed?
3. SHOW THE POWER POINT…discuss the slides…and then…
4. For slides 12 & 13: Discuss what to do when there is a problem that can’t be fixed/solved. If possible – ROLE PLAY a situation: you be the librarian…and have a student bring you a “problem” – discuss the form & what the student would complete, how/where the student would leave the laptop, etc.

Whether or not you do a “role play” and/or just discuss the process, please be sure to emphasize these points:

1. Be specific in describing what is wrong with you laptop!
2. Write your full, official name.
3. Fill out every blank on the form.
4. If you are turning in your charger, tape the form to the charger.
5. Place the laptop in the “Fix Me” crate.
6. Check out the loaner the same way you would check out a book from the library.