

# **Holbrook Public Library Technology Services Policy**

## **Purpose**

The purpose of this policy is to establish a set of core technology instruction and assistance services offered by staff, to create a formalized response plan for technology instruction requests, and to ensure that library staff are not engaging with personal or confidential information.

## **Philosophy of Service**

Staff provide general assistance to patrons using the library's computers and printer service. Patrons using the library's computers are expected to understand computer basics such as using a mouse and navigating the internet. Though the staff is always eager to help, we cannot guarantee that formal technology instruction will be available on a walk-in basis. Due to limited staffing and resources, staff is only able to provide up to 15 minutes of technical assistance to walk-in patrons.

Patrons needing more than 15 minutes of assistance must request an appointment by calling the library or filling out a form on our website. Appointments last for 30 minutes and will not be extended due to late arrival. No more than three appointments can be made per month by a single patron and appointments must be booked at least 24 hours in advance.

## **No-Show Policy**

Staff retain the right to refuse patron appointments and/or technology class sign-ups as a result of consistent no-show behavior.

## **Scope of Assistance**

Library staff is able to provide assistance and instruction with the following:

- Library online resources (eBooks, Streaming, Research Databases)
- Starting a social media page or account
- General technology help (how do I...?)

Library staff is not able to help with:

- Completing forms, transactions, or tasks on the patron's behalf.
- Running computer diagnostics
- Performing computer maintenance, such as backups and antivirus scans.
- Sensitive or confidential information, such as medical records, insurance, taxes, or government forms.

- Acting as a secretary, scribe, or translator. Patrons are responsible for their own clicks, keystrokes, computer navigation, printing, and document preparation.

Patrons take full responsibility for their actions when receiving technical assistance from staff. The library does not employ cybersecurity professionals and is not responsible for vetting the legitimacy and safety of websites.

The library reserves the right to determine whether a patron's request for tech help is beyond the scope of service. The amount of time able to be devoted to technical assistance is at the discretion of the library staff.

### **Recommendations and referrals:**

Library staff will not provide recommendations of specific computers, peripherals, or other technology. Patrons looking to research new computers may conduct their own research using the Consumer Reports Online database, available through our website. Staff will provide instruction on using the database if needed.

If the assistance needed falls outside of the scope of library services, library staff may refer patrons to other organizations or town departments that can provide more detailed technical assistance, such as local career centers, Cyber-Seniors, or the Holbrook Council on Aging.

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