

## **Holbrook Public Library Technology Services Policy**

The Mission of the Holbrook Public Library is to serve the changing needs of our community by providing access to free sources of knowledge, information, and entertainment both within and beyond our walls. Providing technology help is vital to achieve that mission. The library staff strives to meet the informational, educational, and recreational needs of all individuals and organizations seeking their help. They do so in a professional and impartial manner, regardless of the age, gender, race, need or background of those served.

### **Purpose of the Technology Services Policy**

- To establish a set of core technology instruction and assistance services offered by staff.
- To create a formalized response plan for technology instruction requests.
- To ensure that library staff are not assisting 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.

### **Scope of Assistance**

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

- Library online resources (eBooks, Streaming, Research Databases)
- Setting up and using a new device
- 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. Our role is to assist you in doing it yourself.
- Run computer diagnostics
- Perform computer maintenance, such as backups and antivirus scans.
- Sensitive or confidential information, such as medical records, insurance, taxes, or government forms.

Staff is not able to act 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.

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### **How the library will respond to technology instruction requests:**

Technology instruction may be provided to walk-in patrons depending on the availability of library staff. 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 a maximum of 15 minutes of technical assistance to walk-in patrons.

Patrons needing more than 15 minutes of assistance must request an appointment. Appointments may be made by calling the library at (781) 767-3644. In order to ensure that technical assistance is equitably available to all patrons, we ask that no more than three appointments per month be made.

Appointments will typically last 30 minutes. Appointments will not be extended past their end time if a patron is late. Patrons needing further assistance after an appointment are encouraged to book a second appointment. Appointments must be booked at least 24 hours in advance.

Patrons can bring their own device or can utilize the library's public computers for technology instruction sessions.

### **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.

*Approved by the Holbrook Public Library Board of Trustees on December 5, 2023*