

# Technology Assistance Policy

In support of our mission to empower our patrons, Oregon City Public Library is pleased to offer our patrons technology assistance including one-on-one appointments.

## Assistance Availability

Designated staff members have been trained to assist patrons in the use of various emerging technologies. As staff time permits, we are happy to try to help patrons with technology questions and concerns. Oregon City Public Library cannot guarantee that staff will be available to users at all times. One-on-one appointments are available for patrons who need more than 15 minutes of staff assistance.

## Limitations

Library staff cannot assist with:

- Computer viruses
- Performance issues
- Hardware maintenance
- Running diagnostics
- Troubleshooting (unless it is related to library databases, Overdrive, etc.)
- Installing software unrelated to library services
- Computer maintenance, such as running anti-virus scans

Staff is explicitly prohibited from performing commercial transactions for patrons, contacting third parties, or filling out personal forms on a patron's behalf. Library staff cannot be held responsible for damage done to a patron's device.

## Technology Appointments

One-on-one technology appointments can be made for patrons looking for in-depth assistance. Patrons can bring their own device or can utilize a public Internet station for their appointment. Due to limited staffing, patrons can make up to one appointment per month.

Technology appointments cover the following:

- Computer Basics/How to use a mouse
- Set up an email account (Gmail)
- Email Attachments
- Internet searching
- Organizing computer files and folders
- How to use a USB/flash drive
- How to setup a Facebook/Twitter/Skype account
- Microsoft Word
- Smartphone Basics
- Tablet Basics
- How to borrow ebooks from the library (must have necessary device and software)
- Internet Privacy

Appointments are not designed to troubleshoot computer problems or repair hardware. It is the patron's responsibility to bring any needed logins/passwords or equipment, including any power cords or cables. The library will not be able to provide computer accessories for your device.