



ALTADENA LIBRARY DISTRICT | POLICY AND PROCEDURAL MANUAL

SUBJECT: TECHNOLOGY ASSISTANCE POLICY

SECTION: ADMINISTRATION

BOARD APPROVED: 8/28/2023

Purpose

In support of our vision to ensure all are learning, growing, and thriving together, the Altadena Library is pleased to offer our patrons drop-in technology assistance.

Assistance Availability

Designated volunteers have been trained to assist patrons with various technology questions and concerns. Volunteer availability will vary depending on weekly schedules, and patrons are encouraged to inquire with staff regarding scheduled hours of service. Assistance with a volunteer is generally limited to 15 minutes, depending on demand and availability of help.

Volunteers assist patrons with a variety of technology tasks, to the extent of their knowledge or capacity of the systems or software. Volunteers can assist patrons with technology questions such as:

- Accessing computer programs
- Scanning, copying, printing, and faxing at the public copier
- Computer Basics (using a keyboard, mouse, navigating windows, etc)
- Setting up email accounts
- Internet navigation
- Finding and saving computer files and folders
- Saving to USB flash drives
- Setting up Social Media accounts (Facebook/Twitter/Instagram)
- Microsoft Suite programs basics (Word, Excel, PowerPoint, etc.).
- Smartphone Basics
- Tablet Basics
- Navigating library e-resources, such as e-books and free online courses.

Limitations of Volunteer and Staff Assistance

- Volunteers cannot repair damaged equipment.

- Volunteers cannot create passwords or security responses for accounts (such as but not limited to email accounts, Google Accounts, Social Media accounts, etc)
- Volunteers cannot directly fill out forms and applications, type documents, or format materials such as flyers, invitations, or business correspondence.
- Volunteers will not assist with activities that appear to be unethical, illegal, or that violate copyright laws.
- Volunteers are explicitly prohibited from performing commercial transactions for patrons, contacting third parties, or filling out personal forms on a patron's behalf.

Library volunteers will not be held liable for any accidental harm to your device or online accounts. All patrons seeking assistance for their personal devices will be required to sign the *Altadena Library Personal Device Release of Risk Acknowledgement*.

All patrons seeking assistance from our volunteers must abide by the Library's Code of Conduct.

Special guidelines if assisting with patrons personal devices

Library volunteers cannot assist with:

- Computer viruses
- Performance issues or general computer maintenance/repair
- Hardware maintenance
- Running diagnostics
- Troubleshooting (unless it is related to library databases).
- Installing software unrelated to library services

It is the patron's responsibility to bring any needed logins/passwords or equipment. The library will not be able to provide computer accessories for your device.

Standards regarding patron privacy protection

- Library volunteers are prohibited from providing medical, legal, tax, or other professional services or advice. Library volunteers may only assist patrons with locating information about those services and providers, and may not recommend specific services or providers.
- Patrons are cautioned against sharing personal, private, or financial information with library volunteers . Library volunteers will make conscious efforts to maintain patron privacy by avoiding situations in which such information is viewable or shared.
- Exceptions to this policy may be made to assist patrons with temporary or permanent disabilities.