

Technology Assistance Policy

In an increasingly online world, technology access and literacy are essential components of navigating everyday needs. As part of our commitment to connecting patrons with information to enrich their lives, Walter E. Olson Memorial Library (OML) staff can assist you with building technology knowledge, confidence, and skills.

Description of Services Offered

- Devices we can assist with include: portable personal devices such as laptops, Chromebooks, smartphones, & tablets
- Topics we can assist with include: device basics, Microsoft Suite, Google Suite, device/notification settings, cyber security basics, creating an email account, social media basics.
- We cannot assist with the following:
 - Performing technology tasks on your behalf
 - Repairing broken or infected devices/apps
 - Keyboarding/typing
 - Proofreading documents
 - Filling out legal, medical, financial, or other sensitive information/documentation or providing related advice.
 - Personal printers or other devices that are difficult to transport to/set-up at the Library

Types of Technology Assistance

- Walk-In Assistance – For simple issues, walk-in help of up to 15 minutes is available as staff time permits. If additional assistance is needed, staff can assist you in making a Technology Appointment
- Technology Appointments – For more complex issues, you can make an appointment for 45 minutes of one-on-one assistance with a staff member.
 - Available appointment times are set by staff, and appointments must be made at least two business days in advance to allow staff to prepare to best assist you.
 - Individuals who arrive more than 15 minutes late for an appointment (without reasonable notice) will need to reschedule.
 - Individuals under the age of 18 must have a responsible party accompany them.
 - To get the most out of your appointment, please:
 - bring in the device(s) you would like help with.
 - make sure you know your relevant passwords and login information.
 - let us know if you need adaptive or assistive technology when you schedule your appointment.

Statement of Responsibility

- Patrons are responsible for the protection of their personal information (such as passwords, credit card information, social security numbers, etc.) and are discouraged from sharing it.
- The Library is not responsible for any damage, loss of data, security breaches, hardware or software issues that arise from staff or patron use of their device or software anytime during or after accessing OML Technology Help. It is the patron's responsibility to back up all software, data, and files on personal devices.
- Library staff may not be able to provide resolution/assistance for issues outside the scope of their knowledge, expertise, or time. However, they will do their best to refer you to an alternate source of assistance.

Approved: April 16, 2025