

Technology Assistance Policy – E. C. Scranton Memorial Library

The E. C. Scranton Memorial Library offers free technology assistance by appointment to patrons as a public service. Appointments are for 20-30 minutes. Patrons may request an appointment and the assigned staff member will assist them during the available/designated times. Only one appointment per patron, per day, and per time slot. Availability for appointments is subject to change. To make a tech appointment, call 203.245.7365.

For routine services, library staff are generally available to help with the use of library technology and computers to the best of their ability and as time permits. While all staff members have a basic familiarity with electronic resources, especially those owned by the library, their level of experience may vary.

Tech appointments are best for questions that cannot be addressed quickly. For patrons requiring more detailed assistance, library staff may suggest a one-on-one tech appointment with another staff member or refer the patron to additional resources. If a staff member is not familiar with a specific issue, the patron will be referred to a staff member who is proficient with this issue. During a tech appointment, the library is able to provide limited assistance to patrons who bring in their own personal devices, including: ereaders, tablets, laptops, mobile phones, or other mobile devices. To make the most of a tech appointment, each appointment is designed to cover one device and one topic. Patrons are welcome to schedule a follow-up appointment on another day.

Service Distinctions

Routine Technology Services:

- Quick questions for one of the library's electronic resources (Libby, Palace, and library databases)
- Navigating library technology (website, public computers, Wi-Fi, online catalog, and self-checkout)
- Assistance with the use of library printers, scanners, copiers, and fax resources
- Limited internet research at the Information Desk
- Recommendations for classes, apps, websites, or databases to help patrons expand their own technology knowledge

Technology Appointment Services:

- Demonstrations on:
 - how to download library digital resources using computers and mobile devices
 - how to perform various functions on a computer or mobile device, such as changing settings, installing/uninstalling apps, etc.
- Instructional support for:
 - ebooks, ereaders, and apps (Libby app, Libby on Kindle, Library mobile app, and more)
 - library electronic resources (Library website, databases)
 - basic computer navigation
 - productivity tools such as Microsoft Office (Word, Excel, PowerPoint) or the Google Suite (Docs, Sheets, Slides)
 - the basic use of cellphones, tablets, and personal devices
 - navigating apps (how to find or use apps)
 - creating an email address
 - basic software issues

The Scranton Library supports digital literacy by empowering people to learn through experience. Our technology assistance provides guided instructional support and staff are encouraged to help patrons learn and use technology themselves rather than completing a task for the patron. Technology assistance is intended for educational purposes and is not a replacement for professional technology services.

Things we cannot assist with:

- Activities that are illegal or violate library policy
- Repairing or fixing broken devices, apps, or email accounts
- Keyboarding, typing, or proofreading documents
- Entering sensitive information (e.g., credit card details, social security numbers, online banking, legal/medical forms)
- Providing legal, business, medical, or financial advice (such as online banking)
- Sensitive data retrieval (such as passwords, lost data, or virus recovery)
- Filling out lengthy forms or composing whole documents on behalf of a patron
- Creating online accounts on behalf of a patron
- Making purchases on behalf of a patron
- Requests beyond the scope of the time allotted and the staff member's abilities
- Extended sessions exceeding 30 minutes

Library staff reserve the right to decline a one-on-one tech appointment for any reason and at any time.

By requesting help or technology assistance from library staff in operating or troubleshooting a personal device, the patron agrees to the following terms and conditions:

- The patron must be the rightful owner of the device.
- Any assistance provided could involve certain risks to a device, any data stored on the device, and personal information stored on the Internet. It is the patron's responsibility to back up all software, data, and files on personal devices.
- In order to protect patron privacy, the patron is aware that any assistance provided is done with the patron's consent.

Despite the best efforts of library staff, there may be omissions, inaccuracies, or inconsistencies in the information provided. This is due to the general, nonspecific, and nonprofessional nature of the service, as well as the complex and changing nature of information technology.

Additionally, the library is not responsible for any damage to personal devices or any loss, alteration, or corruption of software, data, operating systems, or files resulting from this service. The library makes no warranty or guarantee regarding the technology assistance provided.

This policy acts in addition to the library's Internet and Computer Use Policy. Violation of the policy may result in loss of technology assistance or other library privileges.

Approved by the Library Board of Trustees on 4/14/2025