



AVON
FREE PUBLIC LIBRARY

Technology Assistance Policy

Purpose:

The Avon Free Public Library (the "Library") provides free one-on-one technology assistance to help patrons use technology resources effectively. This service includes both routine, point of use instruction in library technology resources and appointment-based assistance for more detailed and personalized assistance. This policy offers guidelines for the two types of assistance offered and clarifies the types of questions and problems Library staff can address.

Scope:

This policy applies to the Library staff who offer technology assistance and those patrons who choose to accept that help.

Roles and Responsibilities:

Library staff will provide routine, point of service instruction in using Library technology resources as part of basic Library service. When a question becomes too involved to answer briefly or requires the knowledge, skills, and abilities of the Library's dedicated technology staff, patrons will be referred to the appointment-based one-on-one technology assistance sessions.

Patrons who make one-on-one appointments should arrive for their appointment promptly, with the equipment and credentials they need to access the technology resources they wish to learn more about. By requesting technology assistance from Library staff in operating or troubleshooting a personal device, the patron agrees that they are the rightful owner of the device, they consent to have Library staff access their device, and they recognize and accept any risk of damage to the device itself or to data, files, and/or software stored on it.

Procedures:

- 1. Appointment Guidelines** Appointments are offered for questions that cannot be addressed quickly and for more in-depth, personalized instruction. The goal of these appointments is to help the patron learn and use the technology themselves, not to complete the task for the patron. One-on-one technology assistance appointments must be scheduled in advance and are offered for 30- or 60-minute increments at times when technology staff are available. Patrons may schedule up to two appointments each calendar month. During the appointment, staff can offer assistance with using personal devices (such as e-readers, laptops, tablets, and smartphones),

basic computer and internet skills, email setup and use, downloading e-books and accessing other Library digital resources, and the basic use of common software applications, such as Microsoft Office or Google Workspace applications. Staff may end an appointment if the needs of the patron exceed the scope of this service or if the patron is uncooperative or disruptive.

2. **Services not provided** Library technology assistance is intended for educational purposes and is not a replacement for professional technical services. Library staff cannot repair hardware or devices; remove viruses or malware; recover lost data or perform data wiping; configure networks; provide legal, medical, tax, or financial advice; enter credit card numbers, passwords, PINs, Social Security numbers, financial information and other personal information on behalf of patrons; make purchases or conduct financial transactions on behalf of patrons; assume responsibility for patron accounts, equipment or passwords; or write, proofread, or type content on the patron's behalf. The Library reserves the right to decline one-on-one appointments for any reason at any time.
3. **Disclaimer** Technology assistance is provided on a best-effort basis. Library staff may not have expertise with all devices, software, or services. The Library does not guarantee solutions to all technology issues and is not liable for damage to patron equipment, loss of data, or service interruptions resulting from assistance provided. The Library makes no warranty or guarantees regarding the technology assistance provided.

Location:

This policy is housed on the Avon Free Public Library website:

<https://www.avonctlibrary.info/policies/>

A copy is maintained in the Administration Office

Adopted: September 15, 2026