

## Patron Tasks and Devices Policy

Patrons are responsible for inputting their own data in all forms, applications, and documents to ensure privacy is maintained. Likewise, patrons must input any data, or follow any procedure on their own devices. Library staff should not touch these devices for liability purposes.

Staff can offer patrons 5 to 10 minutes of limited assistance, as staffing permits, in navigating through the following tasks:

1. Job applications
2. Unemployment applications
3. Obtaining an e-mail address
4. Adding attachments or photos to e-mails.
5. Accessing downloadable materials.
6. Using Microsoft Office programs (opening, saving, and printing documents)

Staff will point patrons toward online guides and/or library books for any other questions that may arise.

Library staff will give 5 to 10 minutes of limited assistance, as staffing permits, and as staff knowledge allows, for personal devices when interfacing with library devices:

1. Laptops, e-readers, tablets
2. Handheld devices
3. Cameras
4. Flash drives, etc.
5. Mp3 players
6. Wireless devices

Staff will point patrons toward online guides and/or  any other questions that may arise. Please be aware that library printers may not be compatible with all devices and/or software. Technology is changing rapidly, and staff may not be knowledgeable about a specific device or program.

\*\*\*\*

One-on-one sessions may also be scheduled.

May 2011; revised 7/17