

Racine Public Library

Technology Assistance Rules and Regulations

Assistance Availability

Trained members of the library staff are available to assist patrons in the use of various technologies. Racine Public Library cannot guarantee staff will be available at all times. To minimize interruptions, one-on-one appointments are available for patrons requiring more than 10 minutes of staff assistance.

Technology Appointments

One-on-one technology appointments with trained staff are available for patrons requiring in-depth assistance. Patrons must bring their own device. Appointments are for 30 minutes, and are only available in the library. Patrons are encouraged to have specific questions prepared for the appointment. It is the responsibility of the patron to bring any necessary login information and equipment, including power cords and cables. The library is not able to provide accessories or peripherals.

Due to time and staff constraints, patrons are limited to 1 appointment per week.

Technology appointments can include the following:

- Computer basics
- Creating an email account / email basics
- Internet basics and safety
- File and folder organization / backups
- How to use external hard drives / USB flash drives
- Creating social media accounts
- Microsoft Office programs
- Smartphone / tablet basics
- Borrowing eBooks & audiobooks from the library

To schedule an appointment, call the Adult Services Department at 262-636-9217 to choose from the available times.

Limitations

Library staff cannot assist with:

- Virus / malware removal
- Operating system installation
- Hardware installation and upgrades
- Performing diagnostic procedures
- Filling out forms for patrons
- Performing credit or debit card transactions
- Contacting companies on patron's behalf
- Illegally pirating copyrighted material
- Accessing devices that are not property of the patron
- Any other illegal activity

Approved by the Library Board of Trustees April 19, 2018