

Policy on Technology Instruction

Adopted October 2014 Reviewed May 2019

The Monroe Public Library offers limited technology instruction to the general public, both in classroom and one-on-one formats.

This instruction typically includes, but is not limited to, the following:

- Creation of email accounts
- Microsoft Office
- Web browsing
- Setting patrons up to check out downloadable items from the library
- LINKcat
- Databases subscribed to by the library
- Social media
- Operation of library equipment
- General troubleshooting of handheld devices

Staff are unable to assist patrons with the following needs:

- Actions which violate copyright laws, such as assisting in the copying of disc-based media
- Guidance on the selection, setup, maintenance or repair of personal equipment
- Operating system installations
- Hardware repairs & upgrades
- Instruction on the use of highly-specialized software programs
- Keyboarding (beyond referral to learning resources)
- Resumé creation (beyond referral to learning resources & templates)
- Completing online forms on behalf of the patron (job applications, unemployment benefits, etc.)
- Programming
- Photo editing
- Financial matters (including banking, application for credit, tax matters, purchase or sale of goods) or other uses that involve the handling of sensitive personal information.

The library reserves the right to deny technology instruction if the patron violates the *Policy on Appropriate Library Behavior*, no staff member is available to assist, the request falls under the list of excluded services, or the staff determines upon consultation with the director that maximum benefit for the patron has been reached.