# Burwood Library
# Technology Assistance Guidelines

## Aim

These guidelines aim to clarify the roles and responsibilities of Burwood Library staff in supporting effective technology assistance to customers.

Burwood Library is dedicated to offering a safe and supportive environment for all customers wanting to use the IT services it provides. The Library is able to provide basic instruction to help customers develop confidence in the use of everyday ICT tools and devices with the goal of empowering them to use these tools confidently on their own.

## Services Provided

To support customers Burwood Library will offer free:

- Access to public access computers and Wi-Fi within our library buildings

- Technology assistance on an *ad hoc* basis as requested by our customers. As this assistance is unplanned and occurs alongside other customer service duties, staff are unable to provide extended one-on-one support. Staff will endeavour, to the best of their ability, to provide technology support for:

  o Wireless connectivity (on laptops and mobile devices) to Burwood Council's free Wi-Fi

  o Basic support or troubleshooting from a public access PC e.g. support for using Microsoft applications, attaching a file to an email, downloading documents and printing

  o Booking a public access computer

  o Booking programs

  o Printing from mobile devices

  o Copying/scanning using library printers.

  o Accessing the Library's eResources.

  o Accessing the physical collection via the online catalogue.

If a request requires **more than 10 minutes** of a staff member's time and/or requires specialist advice, staff may not be available or able to offer assistance.

Staff cannot guarantee that all requests will be satisfied.

The availability of the assistance may vary. Technology help depends on staff availability and may not be offered or be limited during busy service periods.

## Limitations to Services Provided

While Burwood Library staff will make the best effort to answer common technology questions, there are important limitations to the assistance they can offer.  Library staff are not able to assist customers with the following requests:

- Requests that are of a legal or private nature, for example:

  - Personal or private transactions of information (e.g. Australian Taxation Office, Centrelink, passport applications, personal banking, bill paying, booking for holidays/cruises etc.)

  - Setting up or managing accounts (e.g. MyGov, email accounts, job applications, online selling {Gumtree, eBay}, etc.)

- Writing resumes or filling in forms or applications

- Translating documents into English and spell checking

- Typing documents. The Library recommends asking a family member or friend

- Illegal downloading, web piracy or anything that breaches legislation or Council policy

- Overly complex requests or those requiring specialist advice, for example: software updates/upgrades

- Diagnosis and/or repair to personal hardware or software issues

- Operating system problems, errors, builds or rebuilds

- Malware removal

- Locating and accessing files on a customer's mobile device

- Troubleshooting internet service provider issues

- Initial set up of personal electronic devices or ongoing modifications.

When staff cannot satisfy a customer's technology support request within these service guidelines, staff may provide customers with further avenues for seeking support by referring to other suitable information providers or formal training programs.

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