

Staff Assistance to Patrons on Accessing the Internet

The productivity applications and online services that may be available on Englewood Public Library Internet computers are numerous, varied and, in many cases, extremely complex. Individual library staff members cannot become expert in all of them. Therefore, the library staff members are not expected to provide in-depth assistance in the use of various productivity applications (such as OpenOffice or Microsoft Office), nor in the various online services (such as e-commerce sites, blogging sites, web-based productivity sites, etc.). Patrons needing in-depth assistance with basic computing skills will generally be referred to sources of additional information or instruction such as online tutorials, or local adult education classes.

Library staff will provide patrons with brief “tutorials” on how to navigate the Internet using web browsers; how to print materials; how to use word processing software; and how to set up a free, web-based email account.

Library staff will provide in-depth assistance as needed and as time allows, to patrons in the use of standard sources of online information such as library catalogs, online databases, and search engines.

Library staff members will not assist patrons in writing cover letters or resumes, or in filling out applications online such as employment, Social Security, Medicare, Medicaid, Unemployment Benefit, FAFSA, or other similar type of applications.

Patrons using their own laptop or tablet computers are responsible for configuring their own access to the library’s wireless internet service. Library staff is not trained and are not expected to engage in technical troubleshooting of patrons’ computers, when for some reason those computers are unable to connect to the wireless internet service. Staff may troubleshoot the wireless access point or router, if connection problems are reported.

Approved Board of Trustees July 27, 2015