Whipple Free Library
Technology Services Policy

The library's goal is to provide our community with access to assistance with digital literacy. The Whipple Free Library provides knowledgeable staff members who are able to help patrons with various devices and can answer a variety of basic technology related questions.

Purpose

The Whipple Free Library sees the need for technological help in the community and aims to support the community by offering technological help. This policy therefore outlines the capabilities and limitations of its staff when it comes to technology help, and patrons seeking technology help should abide and agree to this Policy when seeking technology help from the library staff.

Policy

Services Provided

One-on-One Technology Appointments

Patrons can schedule a personalized one-on-one appointment with the Technical Service librarian for in-depth, individual assistance on various technology-related topics.

Appointments are available for:

- Guidance with setting up and using personal devices that include laptops, tablets, smartphones, e-readers, and smart watches.
- Using internet browsers, setting up cloud services, and using online services like e-mail.
- Navigating software applications like Microsoft Office applications, or Google Suite applications.
- Accessing and using popular tablet and smartphone applications including but not limited to social media, productivity tools, and media streaming applications.
- Using e-books, e-audiobooks and other digital resources provided by the library.

Drop- In Technology Help

Patrons with technology questions can visit the library anytime with their questions. The Technical Service librarian can answer questions at their discretion, otherwise the patron may be asked to make an appointment should the questions require more in-depth assistance.

Libby and Hoopla Assistance

The Whipple Free Library offers patrons access to Libby and Hoopla, through their library membership. Should patrons need assistance setting up these applications, the staff will be able to assist with the following:

- Guiding patrons through the installation process of the application on devices through the appropriate App Store without physically taking control of the device.
- Guiding patrons through how to sign into the application and connect the application to their library membership.
- Giving a brief tutorial on the navigation of the application and providing some tips for best practices when using the application.

Limitations of Libby and Hoopla Assistance

- Staff members cannot use another patron's membership information to set up Libby and Hoopla on a personal device without the written consent of the membership holder or without the membership holder present.
- Library staff members can give guidance on how to install the Libby and Hoopla applications on devices but cannot install the applications for the patrons.

Policy Details

Appointment scheduling

Appointments for one-on-one technology help can be made by calling 603-487-3391 or be scheduled online through the following link:
https://outlook.office.com/book/TechSupportAppointments@whipplefreelibrary.org/?ismsaljsauthenabled

Technology Appointments and drop-in hours are subject to library Staff availability. Please visit the library website or call the library for up-to-date scheduling and hours.

Scope of Assistance

Library Staff can assist with basic setup, troubleshooting, and usage guidance. However, staff cannot provide in-depth technical support, such as repairing devices or advanced troubleshooting beyond basic functionality.

Patron Expectations

- Patrons should come prepared with questions or specific issues they need help with.
- For one-on-one appointments, patrons should bring their own devices (laptop, tablet, smartphone etc.), their charging cable, and any/all relevant passwords/logins for the device where applicable. If a specific device is needed for the session, it is the patron's responsibility to bring the device to the appointment.

Adopted by Whipple Free Library Board of Trustees 10/21/2025

- For privacy and security, we ask patrons not to share sensitive information with staff members during appointments; This includes passwords and personal identification numbers.
- If a patron is more than 15 minutes late for their scheduled appointment without contacting the library beforehand, the Technical Services Librarian reserves the right to reschedule the appointment for a different date.
- If a patron misses 3 (three) consecutive scheduled appointments with a staff member, the Technical Service Librarian reserves the right not to schedule an appointment with said patron for a period of 3 months. After 3 months, patrons can resume scheduling appointments.

Limitations of Service

1. **Device Handling:** Library staff will not open, modify, or physically interact with a patron's device beyond offering guidance.
2. **Operating System and Software**: Library staff will not download or install operating systems or third-party software on your behalf. Library staff can provide recommendations but the decision to install or use software will be the patron's decision.
3. **Unknown Software or Unverified Actions:** Library Staff is not responsible for outcomes of running unknown software, files, or commands. If the software or solution cannot be verified, library staff will not assist with the execution of the software or command.
4. **Personal Software/Cybersecurity/Hacking:** Staff may assist with installing or accessing library-provided software, e-books, and online services but cannot support personal software, third-party applications, or cybersecurity protocols.
5. **Responsibility:** The library and library Staff are not responsible for any issues that arise from following or not following our guidance. By seeking tech support, the patron acknowledges that any actions taken are the responsibility of the patron. The library and library staff cannot be held liable for any consequences or damages.

By using this service, the patron agrees to these terms and understands the scope and limitations of the services the library is able to provide and the responsibilities of the patron.