Personal Computer and Device Assistance Policy

The Stillwater Public Library provides free access to computers, internet, and applications. For patrons who choose to use their own devices, the library provides an array of informational resources, free wireless internet, and space.

Staff may assist patrons who are using their own devices with general applications, such as accessing the library's wireless internet, providing short instruction on internet searching, and answering questions about how to use programs like Microsoft Office Suite, etc. Staff may also assist patrons with registering eBook readers, downloading and setting up library applications like Overdrive, and troubleshooting issues with library applications.

Library staff will not engage in repair, troubleshooting, or technical support for patrons' personal computers and electronic devices. Specifically, library staff is not able to:

- Troubleshoot or engage in technical support that normally is a function of hardware and software manufacturers' support personnel.
- Download or install software, other than library service related programs and applications
- Conduct virus or troubleshooting scans
- Conduct backups or file management
- Install security software or provide security program recommendation

Library staff will assist patrons in locating resources, professionals, and manufacturers so that patrons can address their own computer and device issues.

Disagreements concerning any aspect of this policy may be appealed to the Stillwater Public Library Board.

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