



Watertown Public Library Computer Assistance Policy

The Watertown Public Library seeks to provide free computer use, materials of wide-ranging variety, and resources to address individual technology concerns and issues. It is the policy of the library that, in general, library staff will not engage in the repair, troubleshooting, or technical support for patron computer/technology problems. Specifically (but not limited to), library staff will not:

- Download or install software
- Conduct virus scans or similar
- Change user settings
- Help with accounts, e-mails, forms, registrations, or the like, particularly those involving personal and private information
- Conduct backups or file management
- Troubleshoot or engage in tech support that normally is a function of hardware and software manufacturer's support personnel.

It is our recommendation that patrons contact professionals, manufacturers, etc. for this purpose and we are happy to research and provide such resources to the patrons. Furthermore, library staff will make every effort to connect library patrons to books and other materials and resources on the subject.

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