GARDINER LIBRARY

Computing Assistance Policy

Date Adopted: Unknown

Dates Amended: N/A

The Gardiner Library is not an authorized computer service dealer and Library personnel, including staff and volunteers, are not specifically trained for providing computing assistance to patrons.

Gardiner Library will not install hardware on computers or software, unless the software has been provided for patrons by a Library affiliated source (e.g., Overdrive Media Console).

Gardiner Library will not be held responsible for consequences of any gratuitous computing services provided by Library personnel, including but not limited to hardware failure, software and/or configuration failures, or loss of data content.

In the course of helping patrons use Library resources, it may become necessary for Library personnel to operate and/or change settings on a patron's computer, personal reader, cell phone, tablet computer, or other electronic device.

Gardiner Library computing assistance to patrons is limited to a first -come, first-serve basis and will depend upon staff availability. In the case that a patron may call upon the services of Gardiner Library for computing assistance, the patron understands, acknowledges, and agrees to the following terms:

- The patron understands the warranty with respect to the device for which assistance is sought.

- The patron understands what effect service performed by Gardiner Library may have on a warranty. In the process of correcting problems or otherwise providing assistance with a device, there is a potential for data loss at any time. Library personnel will take reasonable and known precautions to prevent loss of data, but the patron attests that all data has been appropriately saved and separately backed-up to prevent a permanent loss of data; and if the patron experiences loss of data, the patron will hold Gardiner Library and Library personnel harmless for any data loss. Library personnel will make every reasonable attempt within their scope of knowledge to correct a problem, but the patron will hold Gardiner Library and Library personnel harmless for damage to computer hardware and/or personal property that may result from Library personnel working on a device.

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- Gardiner Library may report to the proper authorities any illegal activity discovered through Library personnel assisting a patron with a device (e.g. child pornography).

- Gardiner Library will not provide in-depth training relating to computer jargon, operation, or software. Library personnel may, however, be able to offer suggestions and answer some questions. Because some Library personnel are more knowledgeable than others and their presence depends on particular schedules, more or less assistance may be available to patrons at any given time.

- Gardiner Library reserves the right to refuse to provide services at any time. Patrons should not rely on Gardiner Library assistance because it is the patron's responsibility to be familiar with computer operations, software and devices.