**Tech Help Appointments**

Terms and Conditions

*To manage the high demand for admission into this program, the West Haven Public Library will implement the following rules and limitations to ensure we can serve as many individuals as possible.*

By signing this document, I agree to the following terms and conditions:

\_\_\_ I agree to respect the time of the reference librarians.

\_\_\_ I acknowledge that I have missed three consecutive lessons, and I will not be able to schedule another tech help appointment for two months from the date of my last appointment.

\_\_\_ I acknowledge that the reference librarian will be unable to meet with me if I arrive more than 15 minutes late for my appointment. If this happens on three occasions, I will not be permitted to schedule another tech help appointment for a period of 2 months from my last scheduled appointment.

\_\_\_ I understand that the reference librarians are unable to accommodate same-day appointments.

\_\_\_ I understand that the sessions are not focused on computer classes, but rather on addressing specific technological issues.

Name (print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Tech Help Appointments**

Policy

The West Haven Library provides one-on-one technology assistance appointments with two of its reference librarians, addressing a variety of technical issues. These training sessions are designed to help patrons become familiar with common computer and internet functions, promoting digital literacy within our community.

Appointment can cover the following:

* Basic computer skills
* Email/Internet basics
* Social media
* Office productivity software (e.g. word processing, spreadsheets, presentations)
* Usage of patron owned devices such as eReaders, tablets, and smartphones
* Basic computer troubleshooting
* Other computer or technology-related questions

Appointments DO NOT cover the following:

* Troubleshooting/fixing malfunctioning devices
* Handle viruses or virus software
* Download and/or install hardware
* Participate in credit card or payment transactions
* Teaching patrons how to use a computer

Availability

The reference librarians arrange tech help appointments according to their individual availability. Same-day appointments are not permitted.

Cancelations

If three consecutive lessons are missed, the patron will be unable to schedule another appointment for a period of two months from their last scheduled appointment. This policy applies to both no-shows and cancellations.

Tardiness

If a patron arrives 15 minutes late to their tech help appointment, they will need to reschedule with the reference librarian for an alternate date and time. Should a patron be late three consecutive times, they will be unable to make another appointment for a period of two months from their most recent scheduled appointment.