

# Tech Help Tuesday Guidelines

In order to foster a greater level of digital literacy in our community, the Public Library of Johnston County and Smithfield is pleased to offer our patrons Tech Help Tuesdays. One-on-one technology appointments with members of the library's Reference Staff are designed to be a self-help resource to familiarize patrons with common computer and internet functions.

Tech Help Tuesday appointments can cover any of the following topics:

- Basic computer skills
- Office productivity software (e.g. word processing, spreadsheets, presentations)
- Internet searching
- Library resources
- Social media
- Usage of patron owned devices such as eReaders, tablets, and smartphones
- Basic job application help

Tech Help Tuesday appointments policies are as follows:

- Appointments can be made for 30 minutes or one hour.
- Patrons can book follow-up appointments if needed.
- No more than two hours can be booked per patron in a 3 month period.
- Library staff will not assume responsibility for damage to patron-owned equipment.
- Patrons will complete tasks themselves with guidance from staff.

Tech Help Tuesday appointments can be booked by calling the Reference Desk at 919-934-8146, opt. 3. Appointments are first come, first served and cannot be made more than 2 weeks in advance. When making an appointment, provide a brief but detailed description of your technology needs, your device and operating information, and three times that you would prefer to meet. We will do our best to accommodate all requests. All efforts will be made to keep appointments; however, the library reserves the right to cancel appointments due to staffing shortages.

Due to limitations in staffing, there are a number of computer issues that we are not equipped to assist with. Some examples of services we cannot assist with are:

- Running diagnostics
- Troubleshooting (unless it is related to library databases or resources)
- Installing software unrelated to library services
- Computer maintenance, such as running antivirus scans
- Advanced programs like Adobe Photoshop or Advanced Microsoft Excel
- Forms or other online resources that require personal or financial information
- Anything outside the realm of basic computer and internet instruction