

## PLYMOUTH PUBLIC LIBRARY

Policy Title: Computer/Device Assistance Policy	Original Effective Date: 8/2018 Date of Last Revision:
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The Plymouth Public Library is not an authorized computer service dealer and Library personnel, including staff and volunteers, are not specifically trained for providing computer assistance to patrons. Plymouth Public Library will not install software onto computers or devices unless the software has been provided by a Library affiliated source (ex. OverDrive, RBDigital). Plymouth Public 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. Plymouth Public Library computer assistance 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 the Plymouth Public Library for computer assistance, the patron understands, acknowledges, and agrees to the following terms:

1. The patron is the rightful owner of the computer, tablet, smartphone, or other device.
2. The patron understands the warranty with respect to the device or which assistance is sought.
3. The patron understands how service performed by Plymouth Public Library may affect the warranty.
4. In the process of correcting problems or otherwise providing assistance with a device, there is a potential for data loss at any time.
5. 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 Plymouth Public Library and Library personnel harmless for any data loss.
6. Library personnel will make every reasonable attempt within their scope of knowledge to correct a problem, but the patron will hold the Plymouth Public Library and Library personnel harmless for damage to computer hardware and/or personal property that may result from Library personnel working on a device.
7. Plymouth Public Library may report to the proper authorities any illegal activity discovered through Library personnel assisting a patron with a device (ex. Child pornography).
8. 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.
9. Given the complex and changing nature of computer and information technology, and the limited and informal nature of the Plymouth Public Library's computer assistance, the library can make no warranty or guarantee of any kind regarding the technology assistance provided.
10. Plymouth Public Library reserves the right to refuse to provide computer assistance at any time.

11. Patrons should not rely on Plymouth Public Library computer assistance because it is the patron's responsibility to be familiar with computer operations, software and devices.