The Wolfeboro Public Library provides patrons with one-on-one technology appointments and drop-in technology assistance in accordance with the details of this policy. Technology Help is provided to support digital literacy and ensure patrons can make the most of the library's digital offerings and technology tools.

Policy Details

Eligibility

Technology assistance is available to all Wolfeboro Public Library card holders (resident and non-resident). There is a procedure for non-residents to become patrons.

Appointment Scheduling

Appointments for one-on-one technology help can be scheduled in person or by calling the Main Library at 603.569.2428. When booking an appointment, a patron must agree to the terms of this policy. Presently, all appointments are scheduled for Tuesdays (Tech Tuesdays) from 10:00AM through 5:00PM for one-hour sessions.

Scope of Assistance

Library IT staff can assist with basic setup, troubleshooting, and usage guidance. However, IT staff cannot provide in-depth technical support, such as repairing devices or advanced troubleshooting beyond basic functionality.

Patron Expectations

1. Patrons should come prepared with questions or specific issues they need help with.
2. For one-on-one appointments, patrons should bring their own devices (laptop, tablet, smartphone, e-reader, etc.) their charging cable and any relevant passwords/logins for these if applicable. If a specific device is needed for the session, it is the patron's responsibility to bring it.
3. For privacy and security, we ask patrons not to share sensitive information (e.g., passwords or personal identification numbers) with staff during appointments or drop-in sessions.

Limits of Service

While we strive to help with your technical needs, it is important to note the following limitations of our support services:

1. **Device Handling:** We do not open, modify, or physically interact with your devices beyond offering guidance. Any actions taken beyond this scope are at your own risk.
2. **Operating System and Software:** We will not download or install operating systems or third-party software on your behalf. We can provide recommendations, but the decision to install or use such software rests solely with you.
3. **Unknown Software or Unverified Actions:** We are not responsible for the outcomes of running unknown software, files, or commands. If you cannot verify a piece of software or a solution, we will not assist with its execution.

4. **Personal Software/Cybersecurity/Hacking:** Staff may assist with installing or accessing library-provided software, e-books, and online services but cannot support personal software, third-party applications, or cybersecurity protocols.
5. **Responsibility:** We are not responsible for any issues that arise from following or not following our guidance. By seeking tech support, you acknowledge that any actions taken are your responsibility, and we cannot be held liable for any consequences or damages.

By using this service, you agree to these terms and understand the scope and limitations of the services we are able to provide and your responsibility.

Availability and Hours
Technology appointments and drop-in hours are subject to staff availability.

Services Provided

One-on-One Technology Appointments
Patrons can schedule a personalized one-on-one appointment with an IT library staff member for in-depth, individual assistance on various technology-related topics.

Appointments are available for:
- Setting up and using devices such as laptops, tablets, smartphones, and e-readers
- Using internet browsers, cloud services, and online services like email
- Navigating Microsoft Office applications (Word, Excel, PowerPoint, etc.)
- Accessing and using popular tablet and smartphone apps (social media, productivity tools, etc.)
- Using e-books, e-audiobooks, and other digital resources provided by the library
- Navigating and using the library's online catalog to locate, borrow, and request library materials.

Approved Board of Trustees: 11/10/25

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