

**Technology Assistance Guidelines for Cairns Libraries  
Staff and Customers**

**Intent** The intent of this Guideline is to provide guidance on the roles and responsibilities of both Cairns Libraries staff and Cairns Libraries customers in supporting effective technology assistance.

**Scope** This Guideline applies to all Cairns Libraries premises and anybody occupying those premises. Communication with Cairns Libraries staff conducted from outside Cairns Libraries' premises, by mail, email, other internet service or any other means.

**PROVISIONS**

Cairns Libraries is dedicated to the provision of a high level of service. We are the public library service for the people of Cairns, and we also form part of a state-wide network of public libraries in Queensland. We are a focal point for the community, a source of a wide range of library materials and a gateway to worldwide information resources. As such, Cairns Libraries aims to offer a safe and supportive environment for our customers wanting to learn basic Information and Communication Technology skills. Cairns Libraries are able to provide basic instruction to help customers develop confidence in the use of everyday ICT tools and devices with the goal of empowering Library customers to use these tools confidently on their own.

**Cairns Libraries**

To support customers Cairns Libraries will (when possible) offer free:

- access to public access computers and Wi-Fi within our library buildings;
- unstructured, drop in technology assistance sessions at regularly scheduled times for our customers;
- information sessions devoted to supporting customers in using Cairns Libraries' eLibrary resources including eBooks;
- beginner technology training sessions across all eight library branches, at various times throughout the year, aimed at supporting customers to use the internet, digital devices and navigate online spaces;
- targeted technology training sessions aimed at specific groups within our community e.g. TechSavvy Seniors;
- online technology and computer training that can be accessed within the library or from home; and
- resources to support technology use including Libguides and other physical and digital resources.

Alongside planned assistance, Cairns Libraries will also offer technology assistance on an *ad hoc* basis as requested by our customers. As this assistance is unplanned and occurs alongside other customer service duties, staff and/or volunteers are unable to provide extended one-on-one support. Staff and/or volunteers will endeavour, to the best of their ability, to provide technology support for:

- wireless connectivity (on laptops and mobile devices) to Cairns Libraries free Wi-Fi;
- basic support or troubleshooting from library computer workstations e.g. support for opening Microsoft applications; attaching a file to an email, downloading documents and printing;
- booking a public access computer;
- printing from a public access computer and/or copying using library printers;
- support to access Cairns Libraries' eResources;
- accessing the physical collection via the online catalogue.

If a technology related support request requires **more than 5 minutes** of a staff member's time and/or requires specialist advice, staff may not be available or able to offer assistance.

Cairns Libraries' aim is to support customers in developing digital independence. Staff may offer advice and encourage '**having a go**' so our customers are able to learn to use technology independently with confidence.

Cairns Libraries staff and/or volunteers are not able to assist customers with requests that are:

1. of a legal or private nature, for example:
  - personal or private transactions of information (e.g. Australian Taxation Office, Centrelink, personal banking, bill paying);
  - setting up or managing accounts (e.g. MyGov, email accounts, online selling (Gumtree, eBay), dating etc.);
  - writing resumes or filling in forms or applications;
  - illegal downloading, web piracy or anything that breaches legislations or Council policy;
2. overly complex or requiring specialist advice, for example:
  - software updates/upgrades;
  - diagnosis and/or repair to personal hardware or software issues;
  - operating system problems, errors, builds or rebuilds;
  - malware removal;
  - troubleshooting internet service provider issues;
  - initial set up of personal electronic devices or ongoing modifications.

Cairns Libraries staff and/ or Volunteers will make a best effort to answer customer questions concerning common technology questions. However, staff do not have the capacity or expertise to provide advice on specialised software or technology related questions nor offer support for job applications

or other official forms or submissions. When staff cannot satisfy customer technology support needs within these service guidelines, staff may provide customers with further avenues of seeking support by referring to other suitable information providers.

### **Cairns Libraries Customers**

To support Cairns Libraries in providing excellent customer service our customers will:

- seek assistance with the intention of learning
- seek support that is acceptable to the above conditions
- seek assistance in a spirit of good humour and co-operation
- be courteous

### **PRIVACY**

Cairns Libraries is committed to the State Library of Queensland's Intellectual Freedom Policy in promoting intellectual freedom and identifying privacy as one of its key conditions. Personal information is handled in accordance with the Information Privacy Act 2009 and will be accessed by persons who have been authorised to do so. Personal information will not be given to any other person or agency unless permission is provided or the disclosure is required by law.



**This Guideline is to remain in force until otherwise determined by Council.**