

Library IT Support Guidelines

What we do

The Library aims to be a positive place for people wanting to learn basic IT skills. We help our patrons to feel confident with the IT tools and devices that are now such an important part of daily life, with the goal of empowering our community to use these tools on their own.

To make this happen we run beginner's IT training across all of our branches. Please see our Event Calendar for the IT learning events that are offered at the moment.

As well as running group training, we help patrons to use IT tools and services in our Library spaces. Because this is offered along with doing other customer service duties, we are not able to spend a lot of time giving IT help to a single person.

If an IT help question needs more than 10 minutes of a staff member's time or is more than a simple IT question, we will instead suggest a one-on-one IT Help session or another service such as:

- <https://www.wyndham.vic.gov.au/services/learning-community>
- <https://www.wyndham.vic.gov.au/services/libraries/elibrary/education-elibrary> (eg. The Computer School)
- <http://www.gcflearnfree.org/>
- <http://www.wyndhamcec.org.au/>
- <https://www.telstra.com.au/tech-savvy-seniors>
- <https://www.esafety.gov.au/>
- <https://www.scamwatch.gov.au/>
- Help with finding contact details for local phone or computer repair shops

Library Staff operate in line with Council's [Privacy Policy](#).

What we can't do

We may not be able to fully help patrons with requests if they are of a private/legal nature or are overly complex, for example:

- Financial tasks (eg. online banking, lodging tax returns, making purchases)
- Filling in personal forms (eg. Visa documents, MyGov transactions or legal documents)
- Tasks or tools that go against Council's Values, or Copyright Laws
- Complex software updates (eg. Apple iOS) and any hardware upgrades