Library digital support framework

We're here to help, but with limits and boundaries.

What we are here for

We can provide immediate and short bursts of help to the community as a first step, on the spot. For a little extra help, we can help you with our library-hosted digital literacy programming, including dedicated and specialized IT Help sessions. We can also help you find more help outside the library to begin a lifelong journey of learning.

What topics can the library help with?

Staff at the library can help with topics including:

- Accessing the internet and Wi-Fi
- Using the public computers
- Access a government form (but we can't fill it out for you)
- Accessing library online resources
- Helping to find online information, including social media and email
- Assistance with printing
- Referral to specialized IT help sessions and events

Provide short burst of help		Digital literacy events and sessions		Refer to WCEC or further resources and education
All library staff	→	Library technology team	→	All library staff
10 minutes		30 minutes to 1 hour		Lifelong learning

What we cannot do

Whilst we can provide help and guidance around using technology, as well as referral on to more appropriate services, there are certain things we can't provide help with.

What topics or actions can we not help with?

- Cryptocurrency
- Filling out forms on a customer's behalf
- Financial tasks
- Drafting a resume
- Legal tasks
- Performing the action or form on a customer's behalf
- Anything against council's values or privacy policies
- Anything not covered in our list of topics

What's next?

In cases where we are not able to provide the help needed, library staff will endeavour to provide a referral to a more appropriate service.