



## OPEN TECH POLICY

Open Tech is a service offered by New Canaan Library to members and other library users (each, a "User") for one-on-one tutorials or other assistance with digital devices and technology matters. From questions about social media platforms, email issues, or new smart- phone setup, to help with photo editing or eBook downloads, Open Tech allows Users to receive personalized assistance from a skilled staff member.

This policy is intended to ensure that multiple Users may be accommodated during each Open Tech session and that the security of each Users' personal information and devices is protected.

### Procedural Guidelines

1. Open Tech hours are currently offered from 2:00 to 4:00 pm on Tuesdays.
2. Each Open Tech session is currently divided into six individual 20-minute appointment slots (2:00, 2:20, 2:40, etc.) which Users can register for to reserve that time. Multiple slots may not be booked by any individual User for a given session.
3. A User must register for an Open Tech session by contacting the Library at the number or email address listed in the event posting. The User will let the Library know which 20 minute appointment slots that they are able to attend and what technology assistance they need or the issue they are having. Registration for each individual Open Tech session will close the day of the session.
4. If the appointment slot is free, the User will be contacted by the Library notifying them that the time has been reserved. If the time is unavailable, the Library will attempt to contact the User and offer an alternative appointment slot if any are available. Users will be registered in the order in which they contacted the Library. By registering, the User agrees to the terms of this Policy, including the Disclaimer set forth below.
5. Each User is allowed a maximum of 20 minutes with a staff member to work on the technological matter that caused such User to register for Open Tech assistance. Additional time may be allowed at the discretion of the staff member provided another User is not then waiting for assistance. If a User's technical issue cannot be resolved in the time allotted and the staff member has not determined the issue is outside the bounds of what the library can reasonably assist with, the User may (i) sign up for another Open Tech session; (ii) take advantage of the Library's "Book-A-Librarian" service by signing up for a personal one-hour session on the Library's website; or (iii) contact one of the companies on the Referral List noted in Section 6 below.

6. The Library, given its resources, cannot be expected to solve all technological matters presented in these Open Tech. The Library staff shall have sole discretion to determine which technological matters can be addressed in a session or what falls outside of acceptable requests. For example, if it is determined that a User has an unresponsive computer with a possibly damaged hard drive, motherboard, or corrupted operating system, a system restore or the like *will not* be performed. In any such event, the staff member may refer the User to one of the IT companies on the New Canaan Library Tech Repair Referral List (the "Referral List"). The Library provides this list of IT resources in the surrounding area as an accommodation to its Users, and it should not be considered complete. The Library receives no remuneration or other benefit from these referrals and does not make any representation, nor provide any assurances, as to the quality of the service provided by any of the IT companies on the Referral List.
7. To protect the privacy of a User's personal information, each User will be expected to enter his/her private personal information (i.e., social security number, usernames, passwords, etc.) for all devices, applications, and platforms without the staff member's assistance. In addition, the library's personnel will never contact outside organizations (i.e. Apple, Verizon, Best Buy, etc.) on behalf of a User concerning the User's digital devices, accounts or other technological matters.
8. Library staff may assist Users at Open Tech sessions with the formatting of resumés, creative work and other documentation, but will not advise Users on the content or writing style of such material or create such content for them. Library staff should also not be expected to perform tasks outside of the purview of technology assistance. For example, if a User asks Library staff to create or maintain a website for them, the request would not be able to be performed.

## **Disclaimer**

User acknowledges and agrees that neither the Library nor the Library's trustees, officers and employees shall be liable for any files, messages, hardware or other material that may be lost or damaged (or further damaged) on the User's computer or other device as a consequence of any action taken, or omitted to be taken, at the User's Open Tech session. It is recommended that a User performs a complete backup of all material prior to registering for an Open Tech session. User agrees to release the Library, its successors and assigns, and the Library's trustees, officers, employees and agents and their respective heirs, executors and assigns from any liability, actions or claims arising out of any such loss of material or damage to a device resulting from such an Open Tech session. Open Tech registrations can be cancelled by the library at any time.

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Date Effective: February 2023  
Next Review Date: February 2026