

Rochester Hills Public Library

One-on-One Technology Assistance Agreement

The Rochester Hills Public Library offers one-on-one technology assistance to cardholders in order to promote digital and information literacy.

Librarians at RHPL are happy to assist patrons with a wide variety of skills and tasks on computers, cellphones, and tablets. However, librarians are unable to help with everything. Patrons who come to the library to seek assistance using their personal digital devices should be aware of what librarians can and cannot offer during an appointment.

These lists are non exhaustive. Librarians are encouraged to use their best judgment, erring on the side of caution.

Examples of what librarians *can* assist with:

- Setting up and using an email account.
- Accessing social media such as Facebook and Instagram.
- Using computer software such as Google Docs, Microsoft Excel, and Microsoft PowerPoint.
- Using apps provided through the library to access eBooks such as Libby and Hoopla.
- Navigating apps such as the calendar, clock, and camera.
- Using the library website to search the catalog, register for programs, etc.

Examples of what librarians *cannot* assist with:

- Accessing and reviewing sensitive information such as medical records and financial records.
- Interpreting instructions for forms or applications.
- Fixing or repairing personal devices.

- Providing legal, medical, or financial advice.
- Inputting credit card or bank information online.
- Typing, dictation, or filling out forms for patrons.*

If a librarian finds that he or she is unable to provide the assistance that the patron is looking for, the librarian may refer patrons to a professional (such as a financial consultant), a trusted family member of the patron's, or an organization such as AgeWays that regularly works with seniors.

*An exception being if a patron has a physical limitation or disability preventing them from using a keyboard, mouse, and/or touchscreen.

Organization Websites and Phone Numbers

Area Agency on Aging 1-B (AgeWays)

<https://ageways.org>

(800)-852-7795

Legacy of Love Long-Term Care Insurance

<https://legacyoflovelc.com>

(586)-576-1690

Michigan Legal Help

<https://michiganlegalhelp.org/>

(888)-783-8190

Oakland County Older Adult Services

<https://www.oakgov.com/community/older-adults>

(248)-858-2110

Library Digital Resources for Seniors

Gale Courses

Courses that teach financial, information, and digital literacy. Courses have specific start dates, but patrons can complete at their own pace.

Gale Legal Forms

Can access through the library. Visit the research databases page. Scroll down and click on "Gale Databases." In the Gale Product Menu, you will find "Gale LegalForms." (and yes, you can find forms specific to Michigan!)

Medline Plus

Provides consumer health information about a variety of diseases, conditions, medications, and general wellness.