

1:1 Library Staff Lesson & Technology Help Policy

The Kaukauna Public Library offers a unique 1:1 program for community members. This program allows staff to book appointments with community members in advance for a private one on one (1:1) learning session on a topic they need assistance in understanding. Topics for 1:1 sessions include but are not limited to resume and cover letter writing, job searching, interview preparation, learning a new device (computer, tablet, phone), learning a new software program, learning how to use the internet, genealogy, and learning how to utilize library e-resources on a personal device. The library may decline a 1:1 if staff are not able to teach the topic requested. Library staff will not proofread documents or offer any medical or legal guidance. Staff will also not complete work or design for patrons; a 1:1 is intended to teach, not have staff complete a project or assignment.

The library cannot guarantee staffing levels for walk-in requests, nor can the library guarantee that the staff member participants have worked with previously will be available for additional appointments, nor can the library guarantee that staff have enough availability to even schedule appointments. All appointments will be made with the Assistant Library Director. Patrons should not call or email other library staff to set up appointments.

As a courtesy to library staff, participants scheduled for a 1:1 lesson must arrive on time. If a participant does not call or email in advance to alert staff of a delay, library staff will treat the scheduled lesson as a no-show if participants arrive more than 10 minutes late. Time cannot be added to lessons for late arrivals and will conclude at the duration of the full hour the lesson should have started at. If there are two late or no-show appointments in a row, library staff have the right to decline the service further. If a library staff member determines that 1:1 sessions are no longer assisting the requestor, library staff have the discretion to cancel future bookings.

The library cannot fix broken devices but can assist with general troubleshooting. The library is not liable for any personal devices brought into the library, nor is the library liable for any issues with technology that occur during a 1:1 session, nor for patron online accounts and their security. Library staff members will not keep records of user names or passwords for accounts; responsibility for keeping record of personal usernames, accounts, and passwords is at the discretion of the user. The library recommends that participants not bring in equipment larger than a laptop for a session. The library is also not liable for any subsequent issues that may arise from having taught the lesson.

Library staff members may not use their own personal devices to assist in practicing text messaging. If learning to text via cell phone will be part of your appointment, it is the responsibility of the individual to find another person to text during that time for practice. Library 1:1 appointments will only take place at the library; staff members will not go into personal residences.

1:1 sessions are limited to one hour, twice per month. Participants must book appointments in advance; a minimum of one-day notice is required. Staff members may not take impromptu 1:1 visits; all technology help requiring more than five minutes of staff time need to be appointments as the library cannot guarantee available staff for help and staff at the circulation desk must be performing circulation duties.