

Software Assistance Service Guidelines Prince George's County Memorial Library System

The Prince George's County Memorial Library System provides free public access to the Internet, a wide array of licensed databases and Microsoft Office software for customer use. Internet assistance is provided to help customers develop search strategies for locating information in free, publicly-available web pages, as well as in online databases that are provided by the Prince George's County Memorial Library System. The information staff will not enter personal data for customers who are conducting transactions at web sites requiring this type of data entry, but they will provide navigational assistance to the best of their ability. Information staff cannot proof or edit customers' documents, but staff can provide information from varied sources to help customers with proofing and editing.

The amount of assistance available at a particular time and branch will vary. Staff will be able to help users access the software available on public workstations, open, print and save documents, and suggest sources for further information. Staff may have some limited ability to answer questions about using the software, but users are responsible for using the software independently. One-on-one assistance in the basic function of Microsoft Office products, Internet browsers and other software products available on the Library's public access computers is provided by appointment at some branches. The Library cannot offer such instruction without an appointment, though as always, we want to help users as much as possible.

Wireless connection to the Internet is available as a courtesy at some branches. Library staff cannot help enable wireless connections on personal computers, nor can they physically handle customers' computers. The Library cannot guarantee that users will have access to an electrical outlet for their equipment.

Customers are not able to save data or documents to Library workstations. Each workstation reboots after the session ends, and all data is purged. Customers are responsible for providing their own storage devices, such as floppy disks, cds or portable drives. The Library is not responsible for customer files, disks, or computers, or for viruses, malicious code or any other outcome resulting from Internet activity or use of public workstations.

Please read our Internet policy statement:

<http://www.pgcmls.info/Lib/AcceptableUsePolicy.html>

If you have any further questions or suggestions, please contact us online at <http://www.pgcmls.info> or by phone at 301-699-3500.