

# Little Falls Public Library Technology Help Service

- Technology/Computer help appointments are offered by the Little Falls Public Library for a maximum of 30-minutes per session.
- Patrons who arrive 15 or more minutes late to an appointment must reschedule.
- We cannot troubleshoot or fix malfunctioning devices, run anti-virus software on any computers, or take apart or replace physical components on a device. (In this case, please refer to a local computer repair shop, Staples, or the Geek Squad at Best Buy).
- We cannot handle personal devices or private information (such as credit/debit cards, phone numbers, social security numbers, cell phones, etc.).
- We cannot help patrons type or write up any documents (resumes, cover letters, legal documents, personal letters or messages, etc.).
- Patrons must arrive prepared with a clear goal of what they would like to learn or what they need assistance with, as well as any and all passwords they need to access their accounts.
- Please bring in any device(s) you need help with.