

Patron Code of Conduct



Welcome! Our Digital Navigators are here to provide free, one-on-one support to help you use technology with greater confidence. To ensure a safe, respectful, and productive experience for everyone, please review and agree to the following guidelines before your session begins.

Digital Navigators *Can*:

- Provide instruction and coaching on how to use digital devices, software, websites, and online services.
- Help you build digital skills to complete tasks independently.
- Offer information about available community and technology resources.
- Demonstrate steps and explain processes.
- Connect patrons to low-cost computers.
- Guide you on how to sign up for low-cost internet subscriptions.

Digital Navigators *Cannot*:

- Enter, store, view or manage personal information (passwords, SSNs, financial information, PII).
- Create or choose passwords.
- Complete forms, applications, or speak to any third parties.
- Accept personal documents, identification, or financial information.
- Make decisions, offer advice or assistance regarding legal, financial, medical, or other matters.
- Use or touch a personal digital device such as smartphone, tablet and laptop.

Patron Responsibilities

To protect your privacy and help you build confidence using technology, patrons are expected to:

- Perform all data entry, account logins, and submission of forms themselves.
- Handle and maintain possession of their own personal devices.
- Keep track of all personal belongings, documents, and account information.
- Treat staff, other patrons, and library or facility spaces with courtesy and respect.
- Harassment, discrimination, threatening behavior, or inappropriate language will not be tolerated. Patrons must comply with all library or facility policies while participating in Digital Navigator services.

Session Guidelines

- Standard Digital Navigator sessions are limited to 30 minutes.
- Sessions may be extended up to 60 minutes total if no other patrons are waiting and staff availability allows. Additional support may require a follow-up session.
- Digital Navigators reserve the right to end a session if program guidelines are not followed.
- Services are provided on a first-come, first-served basis.

Acknowledgment

- By participating in a Digital Navigator session, you acknowledge that you agree to the above.