

## **Computer Instruction Guidelines**

Howe Library information staff is available to provide assistance to users of our public access computers and software and also provides help in the use of our online resources including databases, downloadable audio and e-books, and streaming video.

Information staff can provide technical assistance for patrons needing help with a device or computer, or those who have general Internet questions. For more involved questions, we recommend an appointment with one of our librarians so that we can guarantee an uninterrupted session. To make an appointment, please call 603-640-3267 or email [reference@thehowe.org](mailto:reference@thehowe.org). Drop-in sessions are also permitted, but the library cannot guarantee staff availability.

From time to time, the library presents workshops on various aspects of technology as part of its regular program offerings. Please consult our Events calendar at <http://howelibrary.org/events> to see the current offerings.

Library visitors are asked to report to the Information Desk any problems with the library's online resources, public access computers, Wi-Fi, or printing.

*Created January 2009, updated January 2014.  
This document is to be reviewed by the library director every five years.*