

Nioga Library System
Mobile Computer Training Program
Policy

Board of Trustees
Nioga Library System
Approved April 26, 2016

Mission Statement : The mission of the Nioga Library System is to extend and improve library services to the residents of Niagara, Orleans and Genesee Counties by assisting local libraries in meeting the information needs of their communities through leadership, education, inspiration, and enhanced resource sharing.

Vision Statement - The vision of the Nioga Library System is to guide the member libraries through the 21st century by continuous research and implementation of appropriate services and technologies.

The purpose of the Mobile Computer Training Program is to train our member libraries and their patrons on the use the use and operation of digital technology.

Activities and Programs Offered:

- Formal classes on a variety of contemporary and emerging topics in the digital world (The Internet, Facebook, Email, etc).
- Gadgets classes may be scheduled and sign-up is requested for these, even though it is less formal than other classes.
- Informal settings and off-the-cuff questions from patrons and staff.

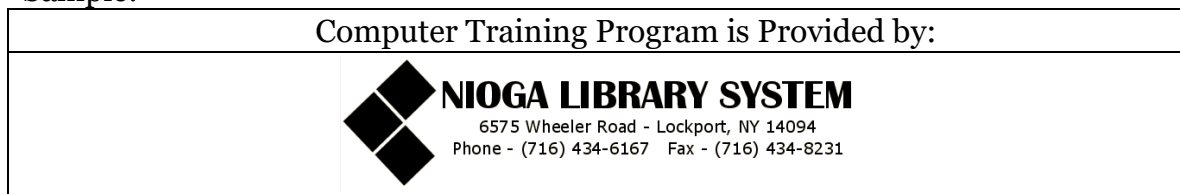
Sample Subjects Covered:

- Current Microsoft Operating Systems and Office Software:
 - Windows 8.1 and 10
 - Word, Excel, Power Point, and Publisher
- Current Android Systems:
 - Phones
 - Tablets
- Current Apple Systems:
 - Laptop

- Phones
- Tablets

Booking Policy – Advertising Classes:

- The Nioga Library System Logo or Web Site must be prominent in all advertising.
- The Nioga Library System must be mentioned in text advertising (including, but not limited to: Newspaper, Facebook, Twitter, or Craigslist).
- Sample:



Booking Policy – Class Requests:

- Class requests are first-come, first-served.
- All class requests must be made through the BTOP Request page found on the Web Site. This ensures accurate processing of all class requests.
- Class times are set for a maximum of 3 hours, however, it is flexible depending on the “Open Hours” of a site (some sites are open for 2 hours at a time, and a class can be scheduled for that time).
- Currently (April, 2016) there is **no limit** to the amount of classes a location may request through the Web Site. This policy is subject to change.

Booking Policy - Signups:

- Formal Class signup at any given location must be 5 patrons or more.
 - A Nioga staff member will call locations about 7 days in advance of a class to ask about signups.
- Gadgets Class signup is requested, but may be less than 5 patrons. It is conducted as a walk-in service, so staff may attend if they have questions and have time.
- Informal Settings are before and after scheduled classes.

Booking Policy - Class Cancellation:

- **Formal Class** signup is less than 5 patrons: A Nioga staff member will call the location 24 hours before the scheduled class, to be certain there are more than 5 signups. If less than 5 class will be cancelled .
- **Gadget Class** may still continue with less than 5 signups, as it is less formal and subject to walk-in traffic.

Booking Policy – Snow Day Cancellation:

- If the location's school district has cancelled classes due to inclement weather, all BTOP classes are cancelled as well. A BTOP representative will contact a location at the earliest possible time regarding Snow Days.

Conduct or behavior guidelines:

Members of the Mobile Training Staff shall conduct themselves in a mature fashion while representing the library and are subject to all existing library policies regarding internet use, material use, and conduct while they are in the library.

(April 24, 2016)