LIVERMORE
CALIFORNIA

LIBRARY BOARD OF TRUSTEES STAFF REPORT   **ITEM NO. 4.2**

DATE: April 24, 2025

TO: Chairperson and Members of the Library Board of Trustees

FROM: Anwan Baker, Library Director

SUBJECT: Presentation on the Library's New Drop-in Service for Basic Tech Help

RECOMMENDED ACTION

Staff recommends the Library Board of Trustees receive the presentation and provide feedback.

SUMMARY

Libraries often provide technology assistance to the public on some level, which can range from basic tech support from a desk to formal classes on how computers work. Prior to the COVID-19 pandemic, Computer Tutors was offered by staff at the Livermore Public Library. This was time intensive for staff and limited to specific, timed, appointments. A new program has been designed to utilize volunteers and provide a window for patrons to drop-in for more involved tech help than what they would receive from a help desk staff person. This new program launched in January 2025.

DISCUSSION

In January 2025, Livermore Public Library began offering free, drop-in basic tech help on Tuesday evenings from 6:30 p.m. to 8:30 p.m. in the Adult Computer area of the Civic Center Library, located at 1188 S. Livermore Avenue. Registration is not required. A Basic Tech Help Volunteer is available to help adults with basic computer skills such as uploading and downloading files, creating an email account, using Microsoft Office and Google suites, and basic Web searching and browsing. This service is not intended to help with completing online forms requiring personal information, resume writing assistance, or making online purchases.

ATTACHMENTS

1. Basic Tech Help Presentation

Prepared by: Nathan Brumley
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