

What is a Book a Librarian appointment? It is a one-on-one scheduled session with a time limit in which one of our librarians teaches you how to use library resources, look up genealogy research, and do basic technology help. This could include helping reset passwords, assisting with setting up social media accounts, or teaching the basics of how to use a piece of technology (laptop, smartphone, Kindle, etc.).

What is not covered in a Book a Librarian appointment? We cannot help with medical, legal, or business matters. This would include help filling out forms relating to those subjects. We cannot help with financial transactions or matters involving personal information, banking details, or tax information. While we can teach basic technology skills, we cannot due to liability help with major tech issues, like setting up devices or installing software. We cannot fill out job applications for you, but can assist with the technological aspects of the process if you get stuck.

When should you make a Book a Librarian appointment? If you have a question that requires time beyond a normal walk-in query which would take the reference staff away from the desk for an extended period of time, it would be best to make an appointment beforehand. We ask that you schedule a session a week in advance.

What happens after the request for a Book a Librarian appointment is made? A librarian will contact you to set up a date and time that will work for both parties. They may ask for more information about your request to better understand how to help you. If your issue is better answered by an alternative resource, the librarian will work to connect you with that information.

What should you expect in a Book a Librarian appointment? There will be a time limit of a half hour to an hour. If you are late, that will cut into your scheduled time. The librarian assisting you will teach you how to do whatever task you need, but will not do the service for you. You may schedule one appointment per month. There is no charge for these appointments, and the librarian assisting you does not require payment.