

Shorewood-Troy Public Library

Book-a-Librarian Policy

Approved by the Board of Trustees, 2/12/15; Last Revised 03/13/2025

Book a Librarian Policy

Purpose

Book-A-Librarian sessions are one-on-one consultations with a member of the reference staff. They are intended to assist with a given topic related to research and technology. Any library patron may access this service, and no fee is involved.

Rules

- Sessions will last no more than 30 minutes unless otherwise arranged with staff, in advance.
- Sessions must be scheduled at least 24-48 hours in advance and depend on staff availability.
- Staff may not always be able to assist with a particular topic but will provide information on additional resources for that topic.
- If a patron is more than 10 minutes late to the session, the appointment will be considered as 'cancelled without notice' and may count against a patron's session allotment for the month.
- Patrons may not schedule sessions more than twice in a given month.

Restrictions

- The staff does not provide medical, legal, advanced genealogical research, or business advice or opinions.
- The staff does not provide technical support or troubleshooting except in relation to library resources.
- Staff cannot type or proofread documents and do not provide professional tutoring.
- Staff cannot assist with travel planning and/or travel preparations.
- Patrons cannot demand specific staff members for book-a-librarian appointments. Appointments will be made based on staff availability.
- The staff does not provide ongoing training on topics that would require a professional tutor.

Cancellation

Cancellations must be made in advance of appointments. Repeated failure to notify the library of a cancellation may result in a programming cycle (2-month) suspension, including Book-A-Librarian privileges being revoked.