

shorewood-Troy Public Library

Book-a-Librarian Policy

Approved by the Board of Trustees, 2/12/15; Reviewed 4/6/21

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 provide assistance on a given topic related to research and technology. Any library patron may access this service, and there is no fee involved.

Rules

- Sessions are to last no more than 30 minutes, unless otherwise arranged with staff.
- Sessions must be scheduled at least 48 hours in advance and are dependent upon staff availability.
- A list of help topics will be made available to patrons based on staff expertise. Staff may not always be able to provide assistance on a particular topic.
- Patrons may not schedule sessions more than twice in a given month.

Restrictions

- Staff do not provide medical, legal, advanced genealogical research or business advice or opinions.
- Staff do not provide technical support or troubleshooting except in relation to library resources.
- Staff cannot type or proofread documents.
- Staff do not provide on-going 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 book-a-librarian privileges being revoked.