



## BOOK-A-LIBRARIAN POLICY

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Need one-on-one assistance from a librarian? The Book A Librarian service at Beacon Falls Public Library offers you the chance to receive personalized guidance from one of our professional librarians during a scheduled 30-minute appointment.

**Who is eligible to make an appointment?** This service is available to Beacon Falls Public Library cardholders with a library card in good standing. If you're not yet a cardholder, any resident of Beacon Falls can obtain a free Beacon Falls library card.

**Topics Our Librarians Can Assist With:** Our knowledgeable librarians are here to help you with a variety of topics, including:

- Library orientation, including a tour and an overview of our website and catalog.
- Basic computer help.
- Assisting with email including attachments.
- Exploring our library's online research tools and databases.
- Introduction to social media platforms like Facebook and Instagram.
- Basics of using mobile devices or tablets.
- Utilizing our library's digital collections, such as Libby and Hoopla
- Finding your next great read.

**Things Our Librarians Cannot Assist With:** While our librarians are here to guide and instruct you, there are certain tasks they are unable to undertake. These include:

- Offering advice or direction on medical, legal, or financial matters. We can refer you to reputable sources of information.

- Providing technical support for personal electronic devices, such as hardware or software installation, data recovery, virus/malware removal, and security settings. However, we can help troubleshoot issues related to library resources.
- Providing training on specialized audio/video editing software.
- Typing or proofreading documents.
- Offering tutoring or academic instruction.

**Making an Appointment:** Each appointment can last up to 30 minutes, and you can request a maximum of two appointments per calendar month.

To schedule an appointment, please contact the library to arrange an agreed-upon date and time.

Please note that appointment requests must be made at least 4 business days in advance of your preferred appointment date. Keep in mind that appointment availability may vary, so we'll do our best to assist you.

- ❖ Please note that while our library strives to provide computer assistance to all patrons, in-depth support for specific computer-related issues may not be guaranteed without a scheduled Book-A-Librarian appointment. We highly encourage patrons seeking specialized computer help or in-depth troubleshooting to utilize our Book-A-Librarian service, ensuring that a dedicated librarian will be available to address their unique needs effectively and efficiently.

Approved by the Board of Trustees of the Beacon Falls Public Library on 09/26/2023