

## **Beaver Dam Community Library Book a Librarian Service**

Would you like a personal introduction to resources available at the library? Need more time with a librarian than you can get over the phone or if you just walk in? Use our form to Book a Librarian!

To make a one-on-one appointment with a professional librarian, submit a Book a Librarian Appointment Request Form online, at the library, or by calling the Circulation Desk at (920) 887-4631 during business hours. Appointments are scheduled during Library business hours and can last up to 30 minutes. If you need more than 30 minutes, we ask that you schedule an additional Book a Librarian Appointment for another day. Responses are generally made within one to two business days. Appointments are limited to no more than three per month per patron.

**Please note:** We will do our best to honor your requested time and date. However, due to staff expertise and availability in order to accommodate your request we may offer other time and date options.

For liability reasons and the safety of your device, library staff is not permitted to physically touch your electronic device. We understand this can be an inconvenience and we apologize for any frustration caused by this, but we want to maintain the integrity of your equipment.

We can help with many kinds of research or technology. Typical requests include:

- Researching a topic.
- Researching genealogy and local history using online resources at the library.
- Researching genealogy and local history using microfilm and other print records available at the library.
- Learning to download eBooks or eAudio to your digital device.
- Having trouble with a library app on your device? We can help!
- Getting more from the Library's catalog or databases.
- Touring the library to learn about the materials and resources we provide.
- Computer assistance.

### **Some things we are unable to help with:**

- We do not provide medical, legal, tax or business advice or opinions.
- We cannot type or proofread your documents.
- We do not offer technical support or troubleshooting of devices except when it relates to library resources.

## **Frequently asked questions:**

### **Who is eligible to make an appointment?**

This service is available to individuals, organizations, and businesses.

### **Where do I go for my appointment?**

Please check in at the circulation desk for your scheduled appointment.

### **Who will be helping me?**

Your information needs and staff availability will determine who is best suited to assist you.

### **How long will the appointment be?**

Each appointment may last up to 30 minutes. You may schedule another appointment for another date if more time is needed.

### **What do you do if my appointment is declined?**

If your appointment is declined, we will do our best to refer you to appropriate local and area resources that can help you.

### **What if I need to cancel my appointment?**

Please call (920) 887-4631 or email your Book a Librarian contact as soon as you can or at least 24 hours before your scheduled time to cancel an appointment. We are happy to reschedule your appointment for a more convenient time.