

Mount Laurel Library

Librarian by Appointment

What it is.

Librarian by Appointment is a free service that allows Mount Laurel Library customers to reserve up to 30-minutes of uninterrupted, personalized assistance with a librarian. Customers specify the training or help they need and are matched with a staff member for a 30-minute appointment.

What it isn't.

Librarian by appointment is not meant to be ongoing tutoring. Multiple appointments with a single customer are not sustainable with current staffing levels. Customers who request multiple appointments for computer help should be encouraged to investigate the classes offered by the local adult programs, borrow relevant material from our collection or explore the free online courses available at sites such as <http://gcflearnfree.org/> . Other options are available on the library's web page at "Computer Classes."

Who is eligible to make an appointment?

Librarian by Appointment is open to customers with an active Mount Laurel Library account.

What type of information and assistance is provided?

- Basic computer topics such as mouse skills, Internet basics, email, managing files and folders as well as starting a document in MS Word.
- Subscription online research tools (databases)
- Job search resources
- Ereader assistance. Caution: NOOK Ebooks cannot be downloaded from PCs in the library. This would be limited to answering specific questions from the customer.
- Navigating our downloadable services, such as eBooks, magazines and video streaming.
- Librarians will make the final determination what they are able to help with based on particular abilities and available staff time.

How do I make an appointment?

Call the Information Desk (856-234-7319, ext 333) and let us know what you would like help with and a time that is convenient for you. We will get in touch with you to confirm an appointment as soon as possible.

How do I check in for my appointment?

Visit the Information Desk and let them know you have an appointment with [give the name of the librarian]. S/He will meet you there.

What if I'm late for my appointment?

If you are more than 10 minutes late, you will need to reschedule your appointment. If at all possible, please call the Information Desk (856-234-7319, ext 333) to let them know you will be late.

What if I need to cancel my appointment?

No problem—just call the Information Desk at 856-234-7319, ext 333 as soon as you can.