

FAQ – or – How does the Book-a-Librarian service work?

1. Who is eligible to make an appointment?

This service is available to individuals, organizations and businesses.

2. Is there anything I can't get help with?

We cannot offer advice (e.g., medical, legal, investment) except to advise users of reputable sources of evaluative information. Also, we cannot offer troubleshooting or maintenance help with personal computers or mobile devices.

3. Do you offer help with job searches, resume assistance, and career support?

We are happy to show you how to use our career and job exploration resources, assist with basic resume creation and help you explore a variety of job search and professional networking web sites, as well as local resources. We can also make referrals to free or low cost local organizations that focus in these topics.

4. Do you offer any instruction with computers or other technology topics?

For basic topics (e.g., email, mouse skills, Internet basics, managing files and folders), you can make a one-on-one appointment with a librarian, based on availability and location. Our library also provides basic computer classes and you can view classes at specific locations on our online [Events calendar](#). Take an online course with an instructor using **LinkedIn Courses**. or use self-paced learning with **Peterson's Test Prep**.

5. Do you provide help with genealogy research?

We have a number of resources available in the Local History Department and are happy to let you know about them to help you get started.

6. Who will be helping me?

We look at your appointment request and determine the best person on our staff to meet with you based on expertise and availability.

7. How long will the appointment be?

Appointments usually last 30-60 minutes. If more time is needed you may schedule another appointment.

8. How do I make an appointment?

Call the Reference Desk at 937-773-6753 or Email us at Reference@piqualibrary.org We will get in touch with you to confirm the appointment as soon as possible. Two to three days' advance notice is preferred.

9. I need to cancel my appointment. What's the best way to do this?

No problem — just call the Reference Desk at 937-773-6753 as soon as you can. We can reschedule your appointment.

10. Are there other ways to get help from a librarian?

Yes, you can always stop in at the Piqua Public Library go to the Reference Desk (2nd Floor) to ask for assistance or email the library at reference@piqualibrary.org

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