# Steps to Success: Providing One-on-One Assistance

## On your “Getting to Know your Library: Resources and Logistics” worksheet, you and your site supervisor discussed what would work best for one-on-one instruction: appointments or drop-in hours.

## Step 1. If your library has never offered this service before, you may try one format and then switch to another.

You might try switching to appointments if:

* Multiple patrons consistently arrive at the same time.
* Your patrons need an extra level of assistance.
* Patron questions tend to be very specific or require a lot of troubleshooting.
* You prefer to focus on one patron’s needs at a time.

You might try switching to drop-in hours if:

* You see low attendance at appointments.
* Patrons consistently do not keep appointments.
* Patron questions tend to be more general.
* You are comfortable handling multiple patrons at once.

Alternatively, you could try a mixed approach offering drop-in hours on one day and scheduling appointments on another. Either way, make sure your hours are well communicated to both patrons and library staff.

**Step 2**. At the next staff meeting or department meeting, ask to be put on the agenda. Introduce yourself to the rest of the staff and say a bit about how technology appointments will be handled. Similarly if you make a change to the way you handle one-on-one appointments, make sure all staff are notified. The importance of this cannot be stressed enough.