CONTACTING YOUR LIBRARIAN VIA SKYPE

At present, we are limiting face-to-face contact so all meetings will take place online, via Skype. In the first instance, contact the person you wish to meet with via their email to arrange a time.

PREPARING FOR YOUR SKYPE CALL

1. You will need to install a version of Skype on your local computer. Visit: https://www.skype.com/en/get-skype/

![Skype download page](image)

2. When Skype has downloaded, open it up. You will need to use a Microsoft account to login (either a hotmail.com or an outlook.com email address). If you don’t have one already, create one using the link on the Skype logon page. You will need to supply the email address you use for Skype to the person scheduled to call you.

![Skype login page](image)
YOUR SKYPE APPOINTMENT

1. Try to load Skype and login 5 minutes before your appointment time. Remember, you will need to have your device’s microphone active and the sound turned on. It is also a good idea to have a pen and paper handy (or a word document open) to take notes.

2. At the time of your appointment, the librarian will call you so keep an eye on Skype. When the call comes in, you should hear a ringtone and you will see a message on the screen. Click on the green phone icon to pick up the call.

3. Once the call is connected, you should be able to speak to, and hear, the librarian at the other end.
4. You will also be able to type messages into the Skype chat – if you need to share information, or there are any technical difficulties, chat is the best way to communicate. Hover over the Skype screen and click on the ‘chat’ icon to call up the chat box.

5. The chat box will allow you to send text messages, add attachments, images (or emojis)!
6. To be able to help fully, it is likely the librarian will share their screen with you to demonstrate anything being discussed. It is also possible that you may want to share your screen with them. To do this, click on the ‘share screen’ icon at the bottom of the call page. Remember, this shares your whole screen so make sure to close down any private information before doing this.

7. Your screen won’t be shared until you confirm using the button in the dialogue box.
ACCESSIBILITY

If there is anything we can do to make a Skype call run more smoothly for you, please let us know in advance of the call. Equally, if a different medium would be easier for you, we are very happy to accommodate where possible.