

# Registration FAQs

## **When can I register?**

Registration begins on the date and time indicated each month. Registration is for classes during the entire month and will be taken throughout the month as long as seats are available.

Special programs may have registration through the Programs and Events calendar at [www.rrpl.org/training](http://www.rrpl.org/training).

## **How do I register?**

Call the library at **(440) 333-7610, ext. 5503** to register at 9 a.m. Or, beginning at 11:00 a.m. register online at [www.rrpl.org/training](http://www.rrpl.org/training).

## **What do I need to register?**

Please be prepared when you call to register. You will be asked for the following:

- Your library card number (on the back of your card).
- Your first and last name.
- Your phone number.
- Your email address.
- The names, dates and times of the classes you want to take.

## **Can the person taking registration answer my questions?**

Initial registration periods are very busy and the staff members taking registration are unable to answer questions about the classes. Please call the library at (440) 333-7610 ext. 3754 before the registration day to ask the trainers your questions. (This is not the registration phone number.)

## **How much do the classes cost?**

Computer classes at RRPL are **FREE**.

## **I've been on hold for a long time. What is taking so long?**

The computer training classes at Rocky River Public Library are very popular. Many people call the library exactly at 9:00 a.m. on registration days. If the lines are busy, you will immediately hear hold music. Your call will start ringing when a line is available. After 11:00 am, you can also try registering online at [www.rrpl.org/training](http://www.rrpl.org/training).

## **What can I do if the class is full when I register?**

Waiting lists are kept for each class. If someone cancels, the registration system automatically puts the next person in the class and sends an email. If you are put into a class and cannot attend or do not meet the prerequisites, please contact the Training Department so that someone else can attend.

## **I will be out of town on the registration day. Can I register early?**

To be fair to everyone wishing to take computer classes, we cannot accept early registrations. If you will not be available, a relative or a friend can register for you.

## **Can I register if I can only attend part of the class?**

As a courtesy to others that can attend the whole class, please schedule yourself only if you can attend the entire class.

**Please check the Class Guidelines on Page 12 for additional information on our classes.**