

# 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. Rocky River residents are able to register one day in advance of the general public.

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

## **How do I register?**

Call the library at **(440) 333-7610, ext. 5503**. Your call will be put into a queue and answered in the order it was received. To be fair to everyone, only telephone registrations will be accepted.

## **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
- 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. Please stay on the line, and we will take your registration in the order your call was received.

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

Waiting lists are kept for each class. If someone cancels, individuals on the waiting list will be called. If you are placed on a waiting list, we suggest that you give us the phone number(s) that will reach you the quickest. If we cannot reach you, the next person on the waiting list will be called. The waiting lists are also used to determine if we need to add an additional class.

## **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.**