

Day of the week	Hours	Personnel
Online support via Email, Zoom, or Phone		
Monday - Friday	<p>8:00am - 5:00pm -- Online support via email, Zoom, or phone</p> <p>*Expect an initial reply within 1 hour</p> <p>(Appointments for online or phone consultations are available during these times as well. Other hours may be possible by appointment.)</p> <p>Contact: VTCSOMLibrary@vt.edu</p>	<p>Personnel who see emails to VTCSOMLibrary@vt.edu:</p> <p>Health sciences library personnel: Kiri DeBose, Roberto Silva, Christopher Barb, Ginny Pannabecker</p> <p>VTCSOM IT personnel: Brian Brindle</p>
On-Call for in-person service desk assistance to check out materials		
Monday - Thursday	<p>12:00-1:00pm**</p> <p>**If more than 15 minutes arrival time, expect an email response with time options.</p> <p>Contact: VTCSOMLibrary@vt.edu</p>	Roberto Silva
In-Person staffing at VTCSOM Library		
Monday	No staffed hours	
Tuesday	<p>2:00-3:00pm staffed desk*** (may revise depending on demonstrated need)</p> <p>10:00-4:00 in-person appointments available at VTCSOM Library for consultations or research assistance</p>	<p>Desk: Roberto Silva</p> <p>Research assistance: Ginny Pannabecker / Kiri DeBose</p>
Wednesday	No staffed hours	Desk: Roberto Silva
Thursday	2:00-3:00pm staffed desk*** (may revise depending on demonstrated need)	Desk: Roberto Silva
Friday	No staffed hours	
IT Support needs for VTCSOM Library		
Monday - Friday	<p>IT support needs (printer, computer, etc.)</p> <p>For specific IT needs questions, email VTCSOM-IT@vt.edu or place a ticket through 4Help to the VT Carilion School of Medicine group in ServiceNow</p>	Brian Brindle and VTCSOM IT staff

***Monday - Thursday mornings, 8:00-8:15am, Roberto will come by and check in materials as needed.