

Book a SCORE Appointment at the Silver Spring Library

Go online to the Scheduling Page > <https://score-silver-spring-library.as.me>

SCORE Mentoring is available on Saturday afternoon between 1:00 and 5:00 p.m. and on Tuesday evening between 6:00 and 9:00 p.m. at the [Silver Spring Public Library](#). Unless otherwise indicated, mentoring takes place in **Study Room 4-6 on the fourth (4) floor**. You can also meet with a mentor online using www.zoom.us. Video mentoring is available Monday evenings and Friday mornings. Watch this [YouTube Video](#) to learn how zoom works.

Follow these steps to book an appointment from this page:

Step 1 - Scroll down to the bottom of this landing page and select between the two mentoring types - face to face or online. Click your mouse over the respective section (type of mentoring session) to bring up the availability calendar.

Step 2 - From the availability calendar, select a date on the calendar where there is an opening - noted in **bold** print. Once you select the date from the calendar, then select the time for your appointment.

Step 3 - Complete the appointment form which includes your name, email address and phone number.

Step 1 – Scroll down to the bottom of the scheduling page and point and click your mouse over one of two sections on the page: **SCORE Mentoring Session - Face to Face** or **SCORE Online Video Session using Zoom**

Click your mouse to bring up the Calendar which will show available appointments by date on the calendar

Step 2 – From the Calendar, find a date in **bold** print – this is the next available opening. In the example below, the next opening is on October 28, 2019. Select the time for the appointment:

SCORE Online Video Session Using Zoom
1 hour
This type of meeting takes place online using the Zoom.us service. It does not take place at the Silver Spring Library. Choose between Monday evening (6:00 to 8:00 p.m.) or Friday morning (9:00 to 11:00 p.m.). Please make sure you have a high speed internet connection for this type of meeting - check your connection at <http://zoom.us/test>. Click on this page section to bring up the availability calendar for online zoom mentoring. Days available are in bold print >

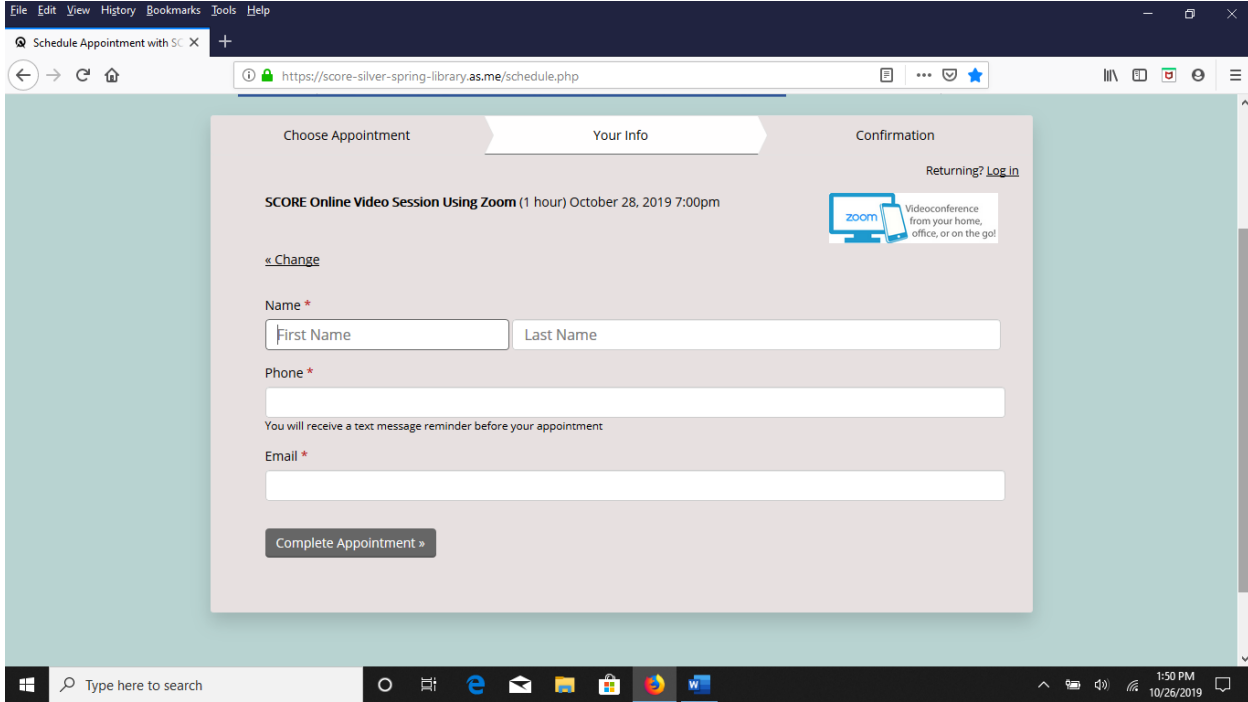
October 2019

S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

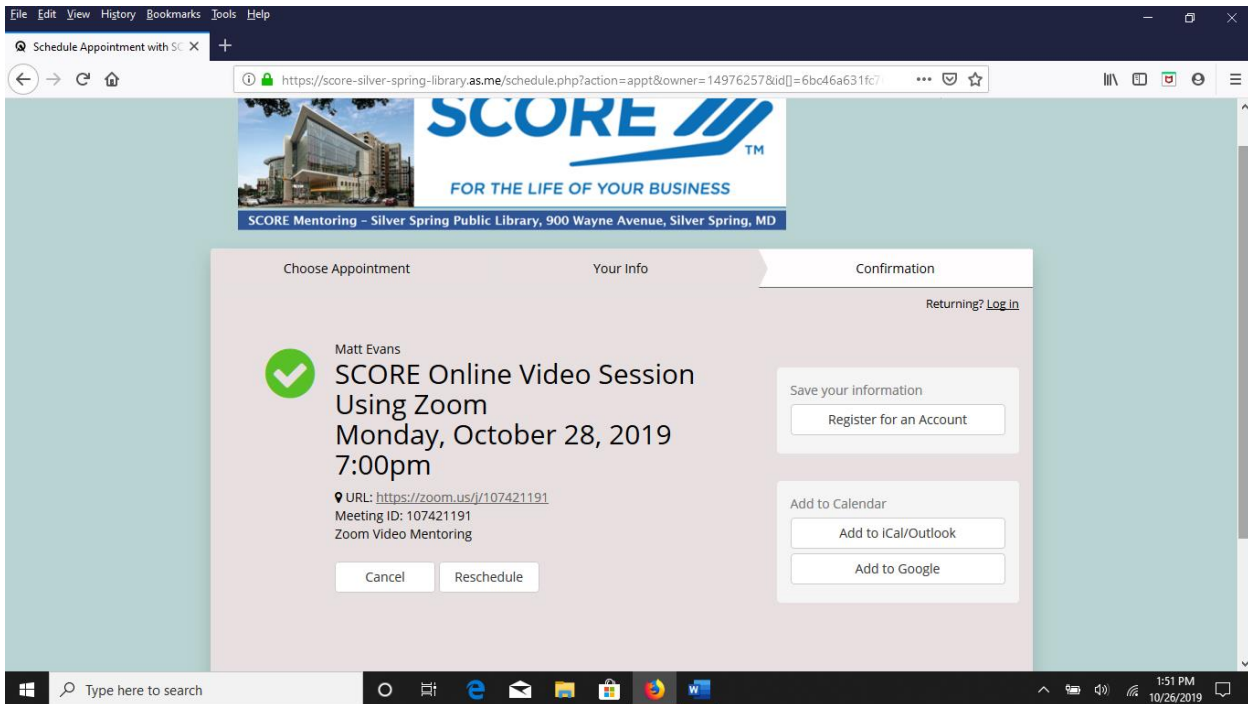
7:00pm Continue »

Step 3 – Now that you have selected the session type and date / time, now complete the Confirmation step by completing a simple form that consists of your name, phone number and email address.

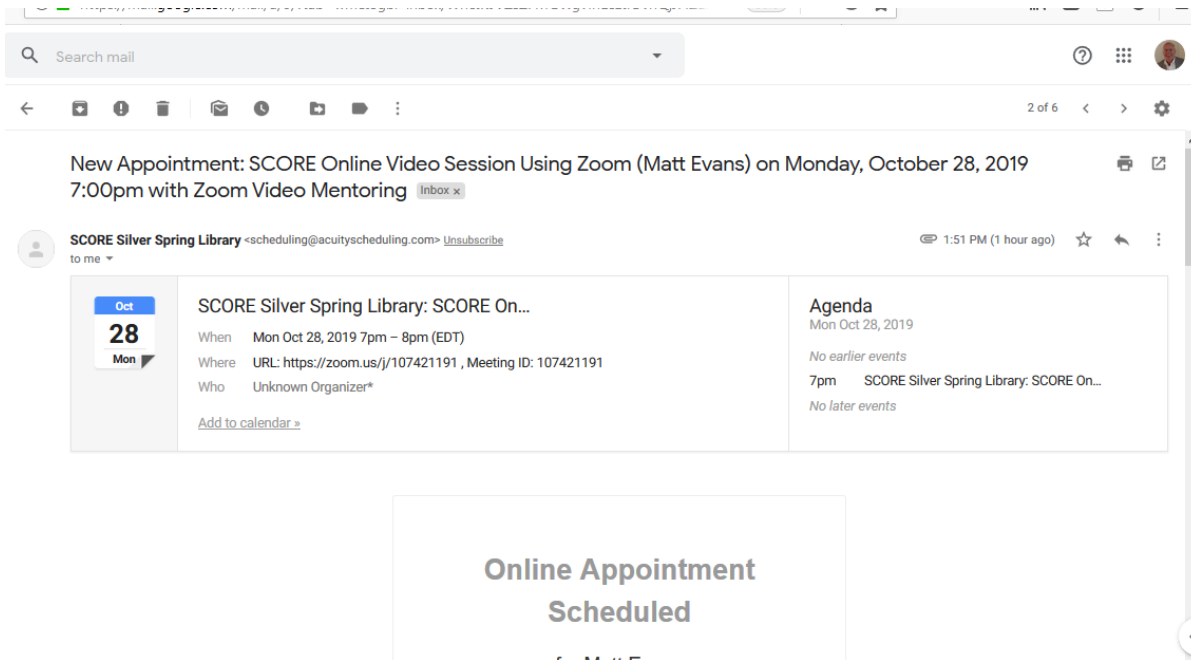
NOTE: If you would like to get a text reminder before the appointment, you should enter your cell phone number as the phone number on the confirmation form.



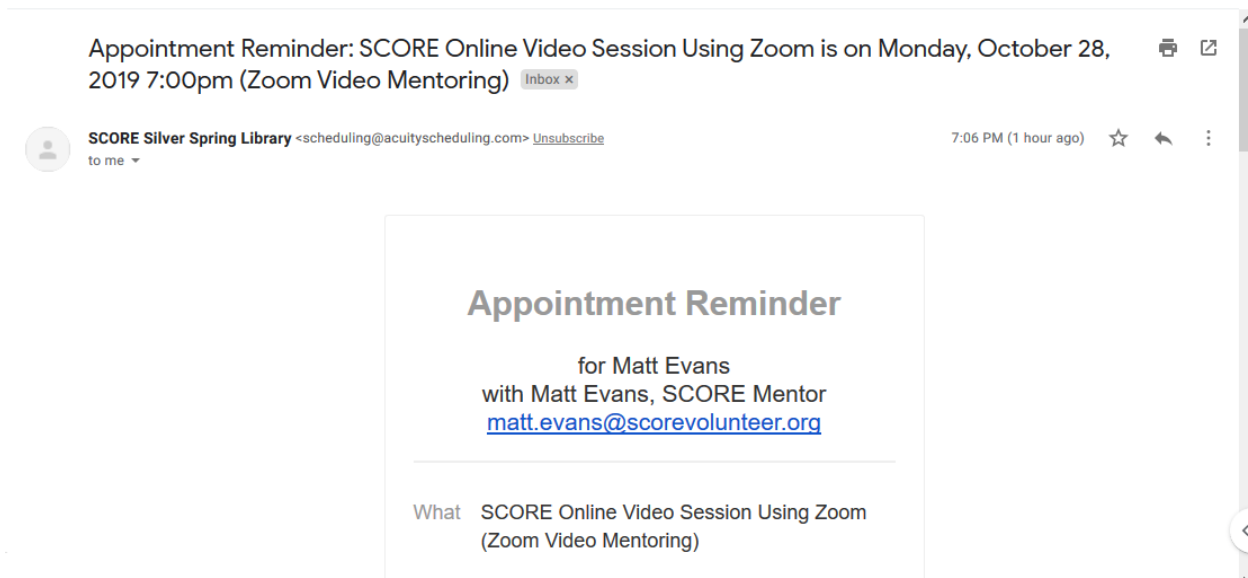
Click the button Complete Appointment. You will get a confirmation back online as follows:



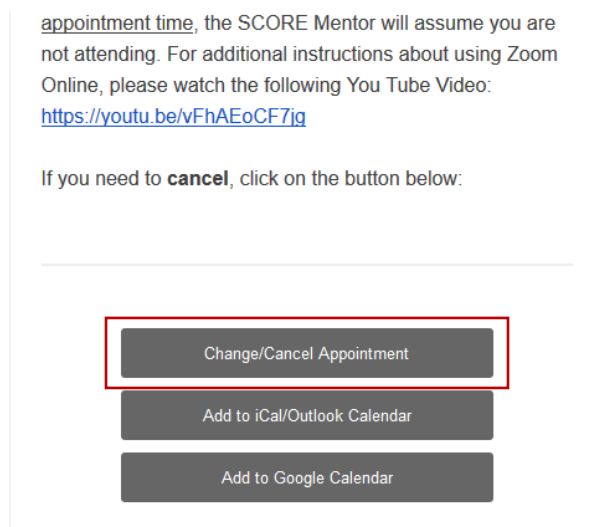
Check your email – you should get a confirmation email that your appointment has been booked:



You will also get a reminder email 24 hours before your appointment:



If you cannot make your appointment, please make sure to cancel by clicking on the button contained in the bottom part of the email:



Powered by [Acuity Scheduling](#)

NOTE: If you fail to cancel or re-schedule your appointment and you do not show up, then you will be blocked from making future appointments at the Silver Spring Library. We get over 400 requests per month and we cannot afford downtime given the demand for SCORE mentoring. So please respect the process and others when scheduling an appointment.

Questions and Answers:

QUESTION: Is it OK if I call the Silver Spring Library to book an appointment with SCORE?

ANSWER: Yes, you can call the Silver Spring Library at 240-773-9420 for assistance. They may refer you back to the online scheduling page - <https://score-silver-spring-library.as.me> .

QUESTION: What is the best way to get to the Silver Spring Library?

ANSWER: You can take the Metro and get off at the Silver Spring stop on the Red Line. You will have to walk a few blocks to get to the library. If you are coming by car, you can park in the large parking garage across from the library on Wayne Avenue. There is a nominal charge for parking on weekdays – parking is free on Saturday.

QUESTION: What should I bring with me to my SCORE session?

ANSWER: Make sure to bring some paper and pen to write down notes. It is also a good idea to bring your cell phone so you can take a picture of the white board points documented by the mentor. You may also want to install an app that allows you to record the session for playback afterwards. If you have a business plan or other documents you want the mentor to review, bring these documents to the meeting.

QUESTION: What can I expect to gain from a typical SCORE session?

ANSWER: In most cases, the SCORE Mentor will want to clearly understand your business and make a determination of key steps and action items to make your business more viable and real. This can include a strategy to acquire customers, how to better market your business, how to improve your online footprint and connect with more resources to capacity building.

QUESTION: What happens if I am running late or cannot make the meeting at the last minute?

ANSWER: Try and send an email to the SCORE Mentor: matt.evans@scorevolunteer.org OR send a text message to 571-405-1125.

QUESTION: How often can I use SCORE?

ANSWER: It is up to you how often you would like to use the SCORE service. It is a free service that you can use whenever you need it.

QUESTION: Can I request to see a different SCORE Mentor or see more than one Mentor?

ANSWER: Yes, you can request a different mentor to better meet your needs or see multiple mentors. In fact, it is recommended that you rotate and see a different mentor at some point to bring in new ideas. Additionally, most mentors specialize in certain industries. Please note that you will have to go to a different location if you plan to see a different mentor.

SCORE Mentor for Silver Spring Library:

Matt Evans

matt.evans@scorevolunteer.org

DC Chapter of SCORE:

<https://washingtondc.score.org/>

Other SCORE Mentoring Locations in Montgomery County, Maryland:

Rockville Public Library – Every Monday, Wednesday, Thursday and Saturday; Call 240-777-0001

Wheaton Public Library – Every Wednesday; Call 240-777-0678

Germantown Public Library – Every Monday, Call 202-619-1000