



Skyping with Deployed Soldiers / Families

Whitehall Township Public Library offers families with a soldier deployed (internationally or domestically) the opportunity to use high-speed Internet, a large flat screen TV, and Skype account to communicate.

There is no cost for this service. It is offered free of charge. The intent is to provide those whose “give” their loved ones to the Armed Services, the ability to communicate with the soldiers. This can also serve to boost the soldiers’ morale and bring them closer to home during the deployment.

The sessions, once established, will be in private. Library staff will excuse themselves, but be ready to assist with any issues.

*Ensuring a Skype session will require a 3-way scheduling process: the family needs to be available, the soldier needs to be available, and the library is open and the room is available. This requires that the family be at the library the same time the soldier is at a computer with camera and microphone several thousands of miles away.

How to schedule time:

- 1) Contact your deployed loved one at least a month or two in advance. The service is available on days below, provided the community room is not previously booked.

Monday	10:00 am – 7:00 pm	Thursday	10:00 am – 7:00 pm
Tuesday	10:00 am – 7:00 pm	Friday	10:00 am – 4:00 pm
Wednesday	10:00 am – 7:00 pm	Saturday	10:00 am – 3:00 pm

- 2) Find several times when both the family and the soldier are available. This session will be in real time – it is not a video recording. A routine schedule will also help.
- 3) Call the Library and ask to schedule the community room for a Skype session for military families. Be prepared with the list of mutually-available times ... we will attempt to schedule the session during one of these.
- 4) Once the session is scheduled, we will provide the library Skype information and we request the soldier’s information (Skype name and contact info), if available.

How the session works?

- 1) Family members should arrive at the library 15 minutes prior to the scheduled time.
- 2) Inform the front desk of arrival.
- 3) Library staff will establish the session with soldier and ensure everything is operating and aligned.
- 4) Once the session is established, library staff will excuse themselves to provide a private environment for the family and soldier. If any problems arise, let our front desk know, and we will try to fix it.
- 5) Sessions will last approximately 30 minutes. This is only a guideline, and additional time may certainly be added, if the room is available.



Whitehall Township Public Library

Ph: (610) 432-4339

3700 Mechanicsville Road, Whitehall, PA 18052

<http://www.whitehallpl.org>



What to expect:

- 1) The library has a fast internet connection (much faster than cable modem). While the connection should not be “choppy” the connection is limited by the slowest connection and distance.
*Remember – much like the news media reporting from foreign nations, you will be communicating across several thousand miles. There may be some detectable lag.
- 2) Should certain family members wish to have private time with the soldier, other family members may wait outside the community room in our reference area. The children’s section is conveniently located just outside the community room. We ask individuals supervise any infants or children.

Skype Information:

Family Contact Person: _____

Family Contact Phone #: _____

Soldier’s Name: _____

Soldier’s Skype Name: _____

Soldier’s E-mail (attached to Skype Account): _____

Session Date: _____

Session start time: _____ Session end time: _____

Number of family members planning to attend: _____