

# Information Desk Student Handbook

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# Student Employee Job Description

## Daily Duties

Student employees can work a maximum of 17 hours a week (total, which includes any other jobs on campus).

The Juniata College Library serves as a central hub for many students on campus. Patrons on and off campus visit us to access online services, find/check-out materials, print, and more. As a library employee, you will be the first line of service to provide assistance. You will be trained on how to circulate materials, reshelve items, navigate the library's website, and answer basic reference questions.

In addition to these tasks, student employees are expected to participate in various assigned projects and initiatives in the library. These activities are designed to encourage students to further explore their own personal and professional interests, bridging the application of skill between the library and their POE. Some of these activities include contributing to social media, completing tasks in the archives/special collections, organizing events, etc. Other activities involve professional development, giving you the chance to exercise time-management skills, customer service, resume writing, etc.

## Opening

During normal college operation, the library opens at 8am Monday-Friday, 11am Saturdays, and 11am Sundays. Students assigned to the first shift of the day must complete the following tasks:

- ☐ Clock into ADP at the beginning of your shift
- ☐ Turn on the information desk computers and make sure OCLC is running
- ☐ Open and log into LibAnswers and LibChat
- ☐ Check the "Drop Box" to see if any materials were turned in
- ☐ Check the Holds Report on OCLC for any new entries
- ☐ Walk through all floors of the library:
  - ☐ Look for any books that need to be use-counted
  - ☐ Make sure all windows are closed
  - ☐ Check all of the printers for paper
  - ☐ Push in any chairs at the tables
  - ☐ Clean whiteboards
  - ☐ Make sure that the patron computers are on

## Closing

During normal college operation, the library closes at 12am Sunday-Thursday, 5pm Fridays, and 5pm Saturdays.

**30 minutes** before the library closes, final shift student employees must complete the following tasks:

- ☐ Walk through all floors of the library:
  - ☐ Look for any books that need to be use-counted
  - ☐ Check all the printers a final time for paper
  - ☐ Push in any chairs at the tables
  - ☐ Clean whiteboards
- ☐ Check the “Drop Box” to see if any materials were turned in
- ☐ Wait for security to come in to lock up and shut down the library
- ☐ Log into ADP to clock out

## LibAnswers and LibChat

All students working on the information desk are required to record patron transactions during their shift.

Interactions are recorded in LibAnswers. Questions answered at the desk, over the phone, while roaming the library, etc. should be recorded. This includes interactions relating to:

- Requests to renew materials
- Laptop check outs
- Technology questions or inquiries
- Any technology shortages
- Out-of-the-ordinary observations and requests
- InterLibrary Loan interactions
- Faculty interactions
- Etc.

## Shift Changes

Employees must request shift changes at least TWO DAYS prior to their scheduled shift.

We understand the need for emergency shift changes due to exams and health concerns. Last minute shift changes are still the responsibility of the student employee. Once coverage has been found, make sure that the change is reflected on the schedule.

# Library Expectations

The library relies heavily on the values of its student employees. We understand that you have many responsibilities and priorities as a busy college student, but while you are working a shift at the library, you are expected to be professional and respectful. Like any other job, your employment at the library requires commitment. Your experiences as a library employee can help you form a fantastic foundation as both a successful student, and your future goals beyond graduation.

## Schedules (Absences and Tardiness; Shift Changes)

All student employees are expected to arrive on time for their scheduled shifts. If you are covering a shift for another employee, you are responsible for staying on top of any changes and arriving for all expected shifts.

We will work on a three strikes rule. Your first unexcused absence will result in a meeting with a JA to assess any changes needed. The second unexcused absence will result in a meeting with a librarian to issue a warning. The third will result in termination. Absences related to extenuating circumstances may be excused at the librarian's discretion. Note that excused absences include situations where a notification for missing the shift cannot happen in time. Things like sudden medical emergencies, emergency meetings with faculty, family emergencies, etc. fall under this category.

Lateness is defined as arriving to work more than 5 minutes late without a valid excuse (class/exam running late, travel, etc). Missing a significant portion of the shift may be treated as a missed shift. Each occurrence will be documented. Three late shifts will constitute as a missed shift and will result in a meeting with library staff to discuss your schedule moving forward.

You are not permitted to leave the desk/library during your shift. The only exception is to use the bathroom, in which case if you are on the desk you should notify the other student worker or one of the librarians so the desk is not unattended.

If you foresee recurring problems with meeting your schedule, discuss it with your supervisor(s).

## Conversations at the Desk: Customer Service & Personal Time

Student employees are expected to be respectful and professional while working on the desk. As the first service point patrons see when visiting the library, it is important to project a friendly and welcoming demeanor.

During each shift, you will be in contact with many faculty, staff, students, parents, and visitors to the college whose impression of Juniata College will be shaped by your actions. You can help make that impression a positive one by treating the patron right. Be sure to introduce yourself and always keep a cheerful and courteous demeanor to all patrons.

Please keep note of the following guidelines while working your desk shift:

- **Do not conduct personal dealings on the job.** If you need to attend to a personal matter (phone call/text/in-person conversation), please check in with a supervisor or fellow peer and excuse yourself from the work area.
- **Do not invite your friends to hang out at the desk** (or invite them behind the desk).
- Please use **discretion** as you may be exposed to confidential information about students, upcoming events, and professional staff members.

## Dress Code

The way employees appear is an important form of non-verbal communication, which creates in others an impression about the Library as a competent and professional academic resource. When on the clock you are representing Juniata College, **please do not wear pajamas/sweatpants**, wrinkled/stained items, or super revealing clothing.

Here are some guidelines for clothing you CAN wear:

- Polo and oxford shirts
- Blouses
- T-shirts (no vulgar imagery/language)
- sweaters/cardigans/sweat shirts
- blazers/sport coats
- Casual pants (khakis, linen pants, jeans, etc)
- Leggings or yoga pants with skirts or tunics
- Casual skirts
- Juniata branded items

**Use your best judgment but, the librarians reserve the right to pull you aside and discuss your outfit choices.** If you have any concerns or questions about these expectations, please let a librarian know.

## Personal Technology

Laptops/tablets should NOT be used while on the desk. If you have a special circumstance for which you need to keep your personal technology available to you, please discuss this with your supervisor(s) and requests will be approved on a case by case basis. Some employees will need to use personal technology to complete work assignments, and these situations will be discussed as they come up.

## Food

Food and drinks are permitted in the library; however, **employees are not permitted to eat while working on the desk**. Small snacks like a granola bar is permitted, but employees are prohibited from eating meals at the desk.

You should come to work prepared for your shift, having eaten prior to arriving to work. You should be eating before or after your shift, or during a designated meal break for a longer shift. You may not leave during a shift to get food. There are a specific number of students assigned to a shift so you should not be leaving unless it is an emergency.

## Discipline/Termination Procedures

Expectations are clearly presented to student employees through training and this handbook. Occasionally, the behavior of a student employee will result in grounds of discipline or release.

For minor violations, student employees will receive a verbal warning. All infractions will be noted and kept on file.

Repeated infractions may result in a student employee being released.

## Library Emergencies

In case of emergencies, contact Public Safety immediately. Their emergency phone number is: 814-641-3636 or 911

If you need to report a non-emergency situation, contact Public Safety at 814-641-3163.

For specific information, reference the Juniata College Emergency Operations Plan.

## Reference Interview

Information Desk Student Workers provide first level information seeking assistance at the front desk.

When assigned a reference shift at the Information Desk, you will use the provided Reference Interview Notepad to provide assistance to a researching patron.

Name: \_\_\_\_\_

Email: \_\_\_\_\_@juniata.edu

Topic/Question:

Course Number/Professor:

.....



**Beeghly Library**  
<https://libguides.juniata.edu>  
P: 814-641-3450

Keywords/Search Terms:

Databases & Resources:

Contact Your Librarian (circle below):

Christine Elliott  
elliottc@juniata.edu

Jacob Gordon  
gordonj@juniata.edu

John Mumford  
mumford@juniata.edu

Lisa McDaniels  
mcdanil@juniata.edu

Sara Kern  
kerns@juniata.edu

Julie Woodling  
woodling@juniata.edu

The top part of this pad will be given to the referred librarian (circled at the bottom of the pad).

Fill this part out with the patron's name, preferred contact information, topic, and professor/class

The bottom half of the sheet will be given to the patron (if this transaction is made face-to-face). If the transaction happens over phone or chat, then the whole sheet will go to the referred librarian)

Use this a guide as you work with the patron.

- What is their assignment? What keywords will help them find what they need?
  - Synonyms
  - Key figures
  - Key dates
  - Important events

Find keywords using a cursory discovery tool search.

← **IMPORTANT:** Always circle the liaison librarian for the topic discussed.

Name: Jane Doe  
Email: doej13@juniata.edu  
Topic/Question: Women in the Military  
Course Number/Professor: WS101-01, Dr. Stone

The top part of this pad will be given to **Jacob Gordon** (circled at the bottom of the pad).



Beeghly Library  
<https://libguides.juniata.edu>  
P: 814-641-3450

Keywords/Search Terms:

Paper on the history of women in the military

"Combat" "WWI" "Women Soldiers" "USA" "UK"

Databases & Resources:

JSTOR

America History & Life

Discovery Tool Search (Library Homepage)

The bottom half of the sheet will be given to the patron (if this transaction is made face-to-face). If the transaction happens over phone or chat, then the whole sheet will go to **Jacob**

- What is their assignment? What keywords will help them find what they need?
  - Synonyms
  - Key figures
  - Key dates
  - Important events

Find keywords using a cursory discovery tool search.

Contact Your Librarian (circle below):

Christine Elliott  
elliottc@juniata.edu

**Jacob Gordon**  
gordonj@juniata.edu

John Mumford  
mumford@juniata.edu

Lisa McDaniels  
mcdanil@juniata.edu

Sara Kern  
kerns@juniata.edu

Julie Woodling  
woodling@juniata.edu

← **IMPORTANT:** Always circle the liaison librarian for the topic discussed.

## Prompts

Here are some helpful questions you can ask the patron during the interview:

- Could you tell me what you are working on?
- What is it you want to know about (the subject being researched)?
- What have you already found (or where have you already looked for information)?
- What kind of information on (the subject) are you looking for?

## Ending the Reference Interview

- Verify that the student got the information they need, or if they have the contact information for the person/department that has the answer.
- Summarize the interview.
- Thank the patron for visiting the desk, and let them know that a librarian will be reaching out to them for additional support.



# LibChat

LibChat is the newest reference service provided by the library. It is available on every page of the library's libguide website, which enables patrons to easily chat with a librarian or a student worker.

## To log into libchat

The screenshot shows the Beeghly Library Information Desk Guide homepage. At the top is the Juniata College logo and the text "Beeghly Library". Below this is a navigation bar with links: Home, Find a Librarian, Technology and Resources, Circulation Resources, Reference Resources, Schedule, and Policies. On the left is a "Staff Resources" sidebar with links to Library Home Page, Building Use Stats, Questions Stats, Campus Technology Services, Library Catalog, ADP, and Notification Log. The main content area features a large green callout box with the text: "To log in, click on 'Login to LibApps' at the bottom of the Information Desk Guide, or the bottom of the library homepage." Below the callout box is a "Notification Log : Sheet1" table. At the bottom right of the page, the "Login to LibApps" link is circled in red. A large red arrow points from the callout box to this link.

**Beeghly Library**

Juniata College  
PENNSYLVANIA  
• 1876 •

Information Desk Guide: Home

Home Find a Librarian Technology and Resources Circulation Resources Reference Resources Schedule Policies

**Staff Resources**

- Library Home Page
- Building Use Stats
- Questions Stats
- Campus Technology Services
- Library Catalog
- ADP
- Notification Log  
Add items to the notification log as needed (technology outages, student situations, emergencies, etc)

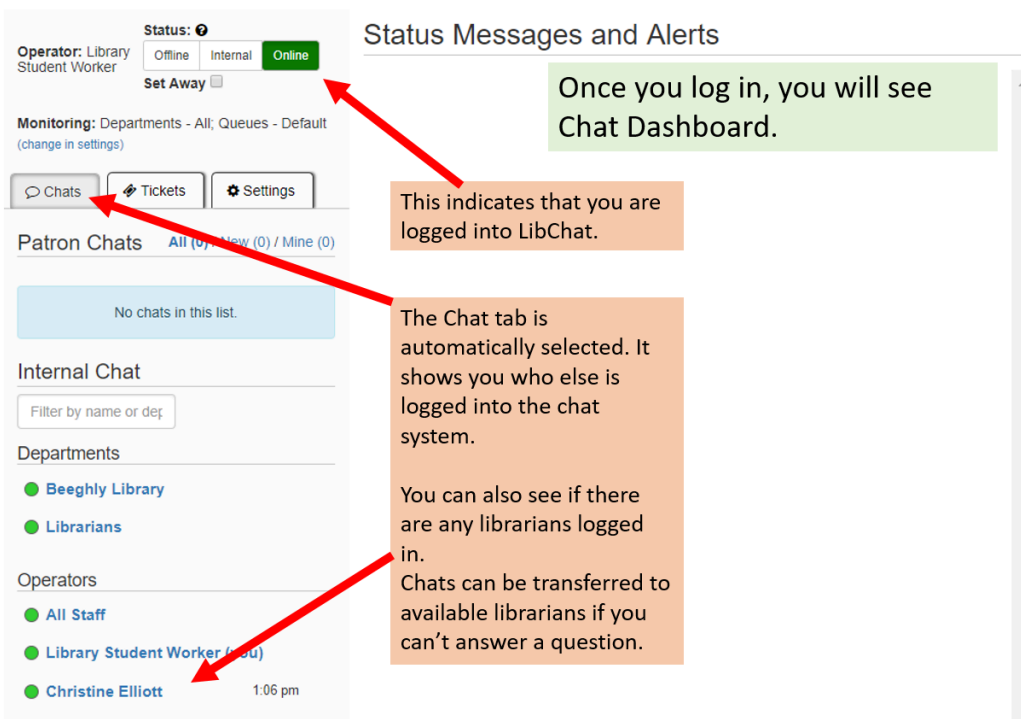
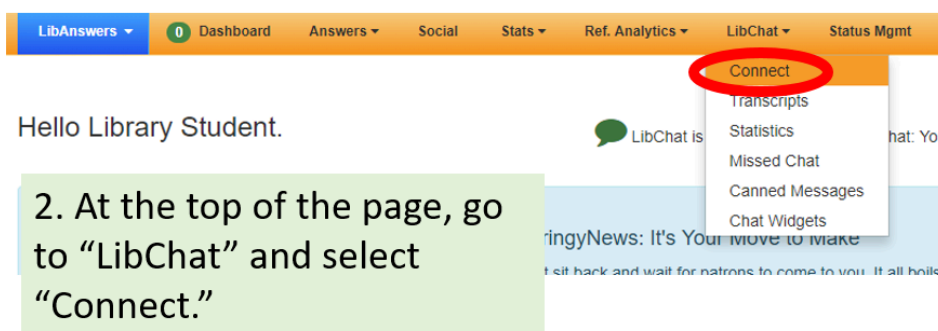
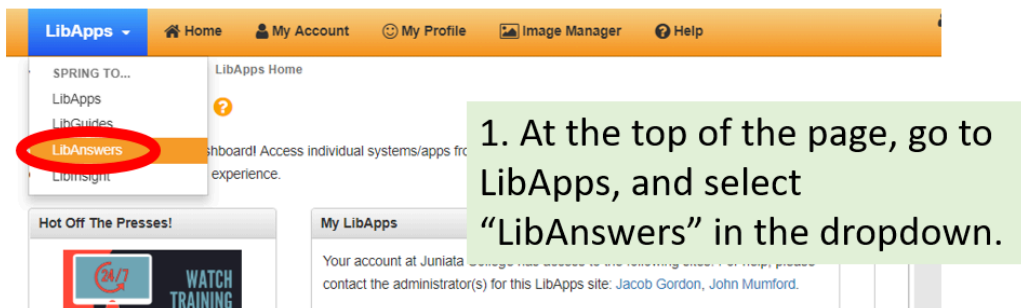
**To log in, click on "Login to LibApps" at the bottom of the Information Desk Guide, or the bottom of the library homepage.**

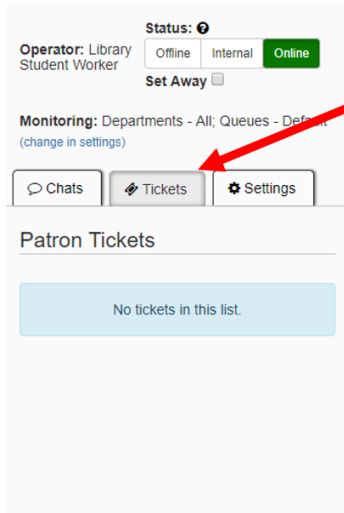
Date Started	Time Stamp	Issue	Action	Follow Up
11/05/2018	8:47 PM	Color printer paper tray not working	Called Help Desk. Could not fix problem. Someone should be coming out tomorrow.	
10/03/2018		Color printer not printing jobs (charging students)	Called Help Desk. Spoke to Jacob	In order to fix this you need to adjust the print job. Check that a student set with the wrong p
09/10/2018	6:00 p.m.	Printer server is down. Print jobs are not showing up in student queues.	Called Help Desk	CE is working from Help

Sheet1

Last Updated: Dec 3, 2018 3:53 PM | URL: <https://libguides.juniata.edu/StudentWorker> | Print Page

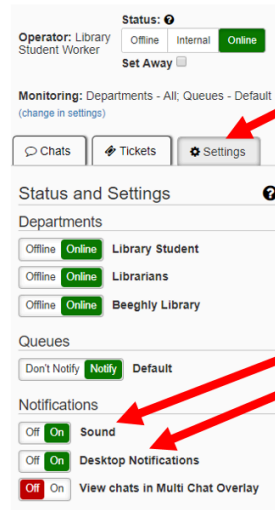
**Login to LibApps**





The Tickets Tab shows you if any emails have been submitted while chat wasn't available.

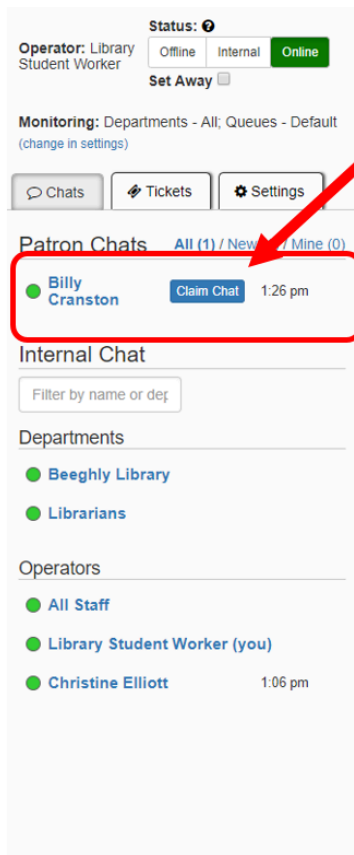
These tickets will be claimed by a librarian, so don't worry about them.



The Settings Tab is where you will make initial changes so that you will get notifications.

Make sure you have the Sound and Desktop Notifications on.

## Chat Example



## Status Messages and Alerts

Here, you can see that someone is trying to use the chat service from our website.

The screenshot shows a library chat interface. On the left is a sidebar with controls for status (Offline, Internal, Online), monitoring, and a list of patrons and operators. The main area shows a chat window for Billy Cranston, a Library Student Worker. A message from Billy is visible: "Where can I find an article on triceratops? My professor wants me to cite a reference source." Red arrows point to the chat box, the participant list, and the message input area. Green callout boxes provide instructions: "When you claim a chat, the chat box appears here.", "You can see that Billy is online, and what his initial question is.", and "Type in your responses here:".

## Example Chat Transcript

**Initial Question:** Where can I find an article on triceratops'? My professor wants me to cite a reference source.

- **13:27:27 Library Student Worker:** Good Afternoon, Billy. I can definitely help you with that.
- **13:27:42 Library Student Worker:** Just to clarify, you are only looking for a reference article?
- **13:28:15 Billy Cranston:** Yes. I don't know where to start.
- **13:28:48 Library Student Worker:** I can give you some step-by-step instructions on how to find reference materials.
- **13:29:00 Library Student Worker:** Are you on the library homepage? Libguides.juniata.edu
- **13:30:46 Billy Cranston:** Yes. I'm there.
- **13:31:30 Library Student Worker:** Great! You are looking for the "Resources" box that's located at the center of the page. Do you see it?
- **13:31:38 Billy Cranston:** Yeah
- **13:32:16 Library Student Worker:** There are tabs inside that box. Please click on the "Online Reference" Tab.

- 13:32:26 **Billy Cranston:** ok
- 13:33:25 **Library Student Worker:** Listed there are all of our reference resources. Click on any link and you should be able to search for a reference article on triceratops'.
- 13:33:32 **Billy Cranston:** Ok cool
- 13:33:46 **Library Student Worker:** Would you like me to stay on the chat while you do you search?
- 13:33:58 **Billy Cranston:** Nah, this is all I need.
- 13:34:00 **Billy Cranston:** Thanks
- 13:34:23 **Library Student Worker:** You are welcome. Thank you for using the chat!

**Operator:** Library Student Worker  
**Status:** Offline Internal Online  
**Set Away** ☐

**Monitoring:** Departments - All; Queues - Default  
 (change in settings)

**Chats** **Tickets** **Settings**

**Patron Chats** All (1) / New (0) / Mine (1)

**Billy Cranston** is chatting with Library Student Worker 1:26 pm  
 Department: Beeghly Library  
 Referring URL: http://libguides.juniata.edu/Home

**Internal Chat**  
 Filter by name or dept

**Departments**

- Beeghly Library
- Librarians

**Operators**

- All Staff
- Library Student Worker (you)
- Christine Elliott 1:06 pm

**Chat History:**

- Billy Cranston** 1:33:32 PM  
Ok cool
- Library Student Worker** 1:33:46 PM  
Would you like me to stay on the chat while you do you search?
- Billy Cranston** 1:33:58 PM  
Nah, this is all I need.  
Thanks
- Library Student Worker** 1:34:23 PM  
You are welcome. Thank you for using the chat!

Chat ended by Billy Cranston at 1:36:06 PM.

**Add to Reference Analytics.** **Create a Ticket from this Chat.**

Save an optional internal note about this chat

**Save**

**Send Message**

**After the patron ends the chat, their activity changes to "offline."**

**You are prompted to record the transaction in Reference Analytics.**

**Click here.**

**Add to Analytics**

Information Desk ▼

**Question** Where can I find an article on triceratops'? My professor wants i

**Details**

**Answer** Billy Cranston: Where can I find an article on triceratops'? My professor wants me to cite a reference source.  
Library Student Worker: Good Afternoon, Billy. I can definitely help you with that.  
Just to clarify, you are only looking for a reference article?  
Billy Cranston: Yes. I don't know where to start.

**User** Undergraduate ▼

**Contact** Chat ▼

**Question** Locating Materials ▼

**Technology Issue** Select One ▼

**Duration** <5 minutes ▼

**Referred to** Select One ▼

**Outcome** Advanced Search Techniques ▼

**Internal Note:**


**Save**

Fill out the prompts. LibAnswers will fill in the chat transcript for you.





Once you are done, click on "Save."

**Disconnected** End Chat ↻

**Thanks** ^

 **Library Student Worker** 1:34:23 PM  
You are welcome. Thank you for using the chat!

Thanks for chatting! How did we do?

 **Great**  **Good**  **So-so**  **Bad**

☐ ☐ ☐ ☐

Any comments?

☐ I would like to be contacted for a follow-up.

☐ Email yourself a transcript of this chat

**Submit Feedback** Close Chat

FYI: The patron who closes the chat box will also be prompted to provide feedback.


# LibAnswers

All students will be recording statistics in LibAnswers. You will be responsible for recording any ordinary or extraordinary interactions that take place at the desk. This includes:

- Answering patron questions
- Technology issues
- Questions about campus events or services
- Patron complaints
- Requests to see a specific library staff person
- Observations of strange or unusual behavior
- Confusing or strange questions
- Checking out materials
- ETC.

The purpose of recording interactions in LibAnswers is to give us an accurate snapshot of the types of questions asked, our busiest times for questions, and the frequency that certain topics come up at the desk. This is a great tool for library assessment and for identifying areas for further training.

## Logging into LibAnswers



**Beeghly Library**

Juniata College / LibGuides / Information Desk Guide / Home

Information Desk Guide: Home

- Home
- Find a Librarian
- Technology and Resources
- Circulation Resources
- Reference Resources
- Schedule
- Policies

**Staff Resources**

- Library Home Page
- Building Use Stats
- Questions Stats
- Campus Technology Services
- Library Catalog
- ADP
- Notification Log

Add items to the notification log as needed (technology outages, student situations, emergencies, etc)

Please  
luck v

To log in, click on “Login to LibApps” at the bottom of the Information Desk Guide, or the bottom of the library homepage.

\*\*Check File...

Notification Log : Sheet1

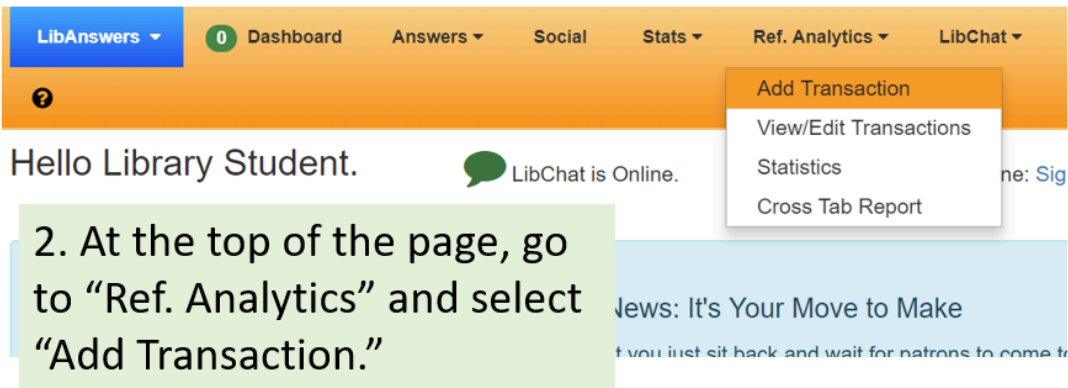
Date Started	Time Stamp	Issue	Action	Follow Up
11/05/2018	8:47 PM	Color printer paper tray not working	Called Help Desk. Could not fix problem. Someone should be coming out tomorrow.	
10/03/2018		Color printer not printing jobs (charging students)	Called Help Desk. Spoke to Jacob	In order to fix this you need to adjust the print job. Ch...
09/10/2018	6:00 p.m.	Printer server is down. Print jobs are not showing up in student queues.	Called Help Desk	that a student se... with the wrong p... CE is ... from He...

Sheet1

Last Updated: Dec 3, 2018 3:53 PM | URL: <https://libguides.juniata.edu/StudentWorker> | Print Page

Login to LibApps





## Recording a Transaction

The screenshot shows the LibAnswers form with the following components and callouts:

- Question:** A text box for the question (140 chars max) and an optional detail box (1000 chars max). Callout: "First, type in the question or inquiry asked by the patron."
- Answer:** A text box for the answer. Callout: "Second, provide details on what steps you took to help the patron."
- Include this transaction:** A checkbox. Callout: "You can adjust the date and time here if needed."
- Time Stamp:** Radio buttons for "Current" (selected) and "Edit Date/Time".
- Answered By:** A dropdown menu with "Worker, Library Student".
- Internal Note:** A text box with an information icon.
- User:** A dropdown menu with options like "Unknown", "Graduate", "Faculty", etc. Callout: "Identify the patron type".
- Contact:** A dropdown menu with options like "Information Desk", "Email", "Chat", etc. Callout: "How did you interact with the patron?".
- Question:** A dropdown menu with options like "Checklist", "Metadata", "Using", etc. Callout: "What did they ask about?".
- Technology Issue:** A dropdown menu with options like "Paused", "Color", "Duplex", etc. Callout: "What was the tech. issue?".
- Duration:** A dropdown menu with options like "<5 min", "5-10 min", etc. Callout: "How long did you spend with the patron?".
- Referred to:** A dropdown menu with options like "Library", "Tech", "Access", etc. Callout: "Who did you refer the patron to?".
- Outcome:** A dropdown menu with options like "Critical Thinking", "Ideas", etc. Callout: "Relevant outcome?".
- Submit:** A blue button. Callout: "Click on 'Submit' once you have finished recording the transaction."
- Submit & Clear:** A button below the Submit button.
- Important Note:** A yellow box stating: "Important Note: You will be recording ALL transactions in LibAnswers."

1. Type in the question or inquiry asked by the patron.
2. Provide details on what steps you took to help the patron.
3. You can adjust the date and time if needed. The system defaults to the current timestamp.
  - a. This is helpful if you end up putting your statistics in after the fact, or if you forget to record a transaction right away.
4. User: Select the type of patron you had this interaction with. If you do not know who it is, select "unknown."
5. Contact: Select how the interaction took place. Was it over the phone? At the information desk? Over chat?
6. Question: (Option) Select the question type that best fits the interaction. If the question is technology related, then move on to "Technology Issue"
7. Technology Issue: (Option) Select the issue type that best fits the interaction.
8. Duration: How long did you spend with the patron?
9. Referred to: If you referred the patron to someone else for further assistance, select them here.
10. Outcome: Select the relevant outcome. If there was none, select "N/A."
11. Submit: After every transaction, you will click on "Submit." This will reset the form for your next record.

## Example Transactions:

Question		Answer
<input type="text" value="Student is not able to send files to the print server"/>		<input type="text" value="This is the 3rd time today someone has reported printing issues. Sent the student to the help desk and sent a message through Facebook messenger."/>
<input type="text" value="Type more detail (optional). 1000 chars max."/>		

☐ Include this transaction in the public knowledge base. What is this?

See if similar questions are already in the public knowledge base:

Time Stamp: ☒ Current ☐ Edit Date/Time

Answered By:

Internal Note:

<b>User</b> <div>Undergraduate Graduate Faculty Staff Community Researcher Alumni Local Resident Prospective Student Genealogist Other</div>	<b>Contact</b> <div>Information Desk Email or Phone Chat College Archives Special Collections Technical Services Roaming the library Other</div>	<b>Question</b> <div>Check out Materials Check out Technology Directions Using the Catalog Locating Materials Microfilm Archives Special Collections Local Newspapers Interlibrary Loan</div>	<b>Technology Issue</b> <div>Paused printer Color printing Duplex printing Other printing issue Mapping drives Scanning Software Hardware Laptops Other</div>	<b>Duration</b> <div>&lt;5 minutes 5-10 minutes 11-20 minutes 21-30 minutes &gt;30 minutes 1 hour or more</div>	<b>Referred to</b> <div>Librarians Technical Services Access Services Interlibrary Loan Archives Other library department Other college department Off campus resources</div>
--	--	---	---	---	---

**Outcome**

Critical Thinking  
Identifying Information  
Creative Thinking  
Develop a Topic  
Advanced Search Techniques  
Understands Library Collections  
N/A

This is an example transaction of a technology issue that has affected multiple students.

Question

Student is looking for a hard copy of Alice in Wonderland (does not want ebook).

Type more detail (optional). 1000 chars max.

Answer

This is her first time checking out a book. I showed her how to find the book in Eagle Search. Then, walked her to the stacks. The call number is PS4611 .A8. I checked out the book to her.

☐ Include this transaction in the public knowledge base. [What is this?](#)

See if similar questions are already in the public knowledge base:

Search

Time Stamp:

☒ Current
 ☐ Edit Date/Time

Answered By:

Worker, Library Student

Internal Note:

User

Undergraduate

Graduate

Faculty

Staff

Community Researcher

Alumni

Local Resident

Prospective Student

Genealogist

Other

Contact

Information Desk

Email or Phone

Chat

College Archives

Special Collections

Technical Services

Roaming the library

Other

Question

Check out Materials

Check out Technology

Directions

Using the Catalog

Locating Materials

Microfilm

Archives

Special Collections

Local Newspapers

Interlibrary Loan

Reserves

Technology Issue

Paused printer

Color printing

Duplex printing

Other printing issue

Mapping drives

Scanning

Software

Hardware

Laptops

Other

Duration

<5 minutes

5-10 minutes

11-20 minutes

21-30 minutes

>30 minutes

1 hour or more

Referred to

Librarians

Technical Services

Access Services

Interlibrary Loan

Archives

Other library department

Other college department

Off campus resources

Outcome

Critical Thinking

Identifying Information

Creative Thinking

Develop a Topic

Advanced Search Techniques

Understands Library

N/A

Submit

Submit & Clear

This is an example transaction of an undergraduate student asking for a copy of "Alice in Wonderland."

Reference:

<http://libguides.lcc.edu/ri/ref-desk>