Skills/Knowledge required to provide patron assistance at the Performing Arts and Media Department desk in addition to those required at all service desks outlined in the preceding document:

Employees will be able to:

- Identify and assist with the holdings of the Performing Arts and Media Department and understand aspects of the performing arts disciplines at a basic level.

- Demonstrate mastery of InfoLinks:
  - Find materials by author, title, keywords, etc.
  - Limit searches by year, material type, location, etc.
  - Interpret records in InfoLinks in order to direct patrons to the items.

- Demonstrate an introductory knowledge of the electronic resources most used by individuals interested in music, theater, film, and dance.

- Instruct patrons how to request materials through InterLibrary Loan (ILLiad).

- Discuss patron’s concerns regarding late fees, holds, and recalls, etc.

- Assist with completing request forms for reserving rooms 104 and 107A.

- Demonstrate set-up and use of all audiovisual equipment.

- Troubleshoot problems with audiovisual equipment.

July 29, 2005–pjj