Skills/Knowledge required to provide patron assistance at the Special Collections desk in addition to those required at all service desks outlined in the preceding document:

Employees will be able to:

- Determine what information or material the patron is seeking, especially by asking open-ended questions to clarify the patron’s request.
- Use various tools for identifying materials in Special Collections; these include InfoLinks, departmental card catalogs, print finding aids, departmental Web pages, and specialized indexes and databases.
- Locate and retrieve materials in each of the separate locations in Special Collections stacks areas.
- Monitor use of Special Collections materials to ensure that patrons are following departmental procedures for security and preservation of materials (report irregularities to supervisor immediately).
- Recognize when to refer a patron to a supervisor (to assist with a complex question, request use of an unprocessed collection, arrange for a class visit, request an exception to a departmental procedure, etc.)
- Identify restricted materials in processed collections (by checking log of collections listed on patron’s application, notices in finding aids, on labeled boxes and folders, etc.)
- Prepare photocopies of Special Collections materials as requested by patrons.
- Work without damaging Special Collections materials.

January 26, 2005–pjj