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

Employees will be able to:

- Demonstrate mastery of the various tools used in locating documents publications: InfoLinks, shelflist, GPO Monthly Catalog online, paper Monthly Catalog, and other governmental and commercial indexing resources.
- Refer questions regarding fines, hold, recalls, overdues, patron records, etc., to Circulation desk.
- Provide basic assistance with online and print resources of the Libraries, in particular, familiarity with the Government Documents, Maps and GIS Web pages.
- Offer initial assistance with dedicated GIS workstation—i.e., hand out brochure, explain rules and procedures, encourage contact with GIS Team member (hand out Jan’s and Sarah’s business cards).
- Demonstrate familiarity with the documents collection and various formats and locations (i.e., Arkansas state documents, maps, microfiche, Census).
- Demonstrate facility in locating the bibliographic record that matches an unbarcoded item in hand.

January 26, 2005–pjj