Skills/Knowledge required to provide patron assistance at the Chemistry and Biochemistry Library (CHBC) in addition to those required at all service desks outlined in the preceding document:

Employees will be able to:

• Understand the holdings of the CHBC Library and the disciplines represented therein at a basic level.

• Demonstrate an introductory knowledge of the electronic resources in chemistry and biochemistry and how to access these resources.

• Communicate referrals effectively—ensure that patron feels assisted rather than “passed off.”

• Demonstrate knowledge of the locations of offices and staff in the Chemistry and Biochemistry Buildings and transfer calls to these personnel.

• Exhibit in-depth knowledge of the course reserves in the CHBC Library and provide access to these materials.

• Demonstrate mastery of InfoLinks:
  
  o Find materials by author, title, subject, keyword, call number, journal title etc.

  o Limit searches by year, material type, location, etc.

  o Interpret records in InfoLinks in order to direct patrons to the item.

  o Find an electronic journal article through InfoLinks.

• Troubleshoot routine equipment problems in the CHBC Library. These include printers, copiers, scanners and computers.

January 26, 2005–pjj, updated February 17, 2011 - ls