SKILLS/KNOWLEDGE REQUIRED TO PROVIDE PATRON ASSISTANCE AT ALL PUBLIC SERVICE DESKS
University of Arkansas Libraries

All public service desks:

Identify call numbers and direct patrons to call number locations.

Use the telephone, transfer calls or take messages, put calls on hold, retrieve voice mail (if applicable).

Use e-mail and software appropriate to the position; manage multiple Windows applications simultaneously.

Handle materials appropriately to preserve them (e.g., shelve correctly, do not bend pages).

Communicate effectively.

Ask open-ended questions to elicit relevant information from patrons.

Refer patrons in accordance with the guidelines Principles of Referral.

Apprise coworkers of unfinished reference transactions and referrals.

Be familiar with the public and StaffWeb pages of the Libraries.

Respond politely, even under stress (e.g., when handling challenging patrons).

Log in computers and report computer or printer problems on the Systems Problem Reports Page (trouble log) or call Systems directly if urgent.

Use Libraries’ online calendar.

Record service statistics in accordance with the policies of the Libraries.

Almost all public service desks:

Refill paper and replace toner in public printers and handle basic troubleshooting (Reference, AV, Fine Arts, Government Documents, Periodicals, Physics/Chemistry, Special Collections).

Use Millennium circulation system (AV, Circulation, Fine Arts, Government Documents, Periodicals, Physics/Chemistry).
Assist with holds, recalls, and searches (AV, Circulation, Fine Arts, Government Documents, Physics/Chemistry).

Report problems with electronic resources to the EProblem Database or call Beth Juhl as appropriate (Reference, Fine Arts, Government Documents, Physics/Chemistry, Special Collections).

Maintain (e.g., refill paper, replace toner) and troubleshoot photocopiers (Periodicals, Fine Arts, Physics/Chemistry, Reference, Special Collections).

Assist with RazorbuckS (Periodicals, Fine Arts, Physics/Chemistry, Reference).

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