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

Employees will be able to:

- Provide accurate and courteous research assistance across disciplines and appropriate referrals to other service areas or subject specialists.

- Comprehend the organization of knowledge (e.g., understand that sociology is classified as a social science).

- Conduct an effective reference interview, asking open-ended questions to elicit pertinent information from patrons.

- Identify the most relevant scholarly publications for a wide range of disciplines, referring advanced questions to the appropriate subject specialist(s).

- Demonstrate proficiency in Boolean searching, nesting, and the use of truncation symbols and help screens when searching InfoLinks and other bibliographic databases.

- Demonstrate mastery of InfoLinks:
  - Find materials by author, title, subject headings, keywords, call numbers, etc.
  - Limit searches by year, material type, location, etc.
  - Identify journals by format and year.

- Demonstrate facility with other online resources:
  - Find records by author, title, controlled terms, keywords, etc.
  - Limit searches by year, material type, etc.

- Save, export, and print records from InfoLinks and other databases.

- Provide answers to short questions, basic assistance with online and print resources, and appropriate referrals for advanced resources.

- Decipher citations, abbreviations, and acronyms.

- Locate phone numbers and locations for the offices of the University; locate information from the University’s Web page.

- Teach patrons how to make interlibrary loan and storage requests through ILLiad.
• Provide information about repositories (e.g., other research libraries, archives, museums) that hold materials suited to the patron’s research question and demonstrate facility with the resources (e.g., WorldCat) that list the holdings of these repositories.

• Provide assistance with electronic reserves and with remote access to the databases of the Libraries.

• Provide back-up assistance with photocopiers and microform equipment when the Periodicals Room is without staff and Circulation staff are occupied.

• Balance the instructional mission of the Libraries with providing exceptional patron service.

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