

The Reference Service Desk is very high profile due to its location and function. A great deal of your patron interaction will be from walk ups. Your behavior while working at the desk is very important. You need to appear approachable and friendly at all times. There are many ways you will come in contact with patrons. Communication is key.

Communication (see the attached for more on the reference interview)

Face to Face

Make eye-contact with the patrons, and smile as they approach. Initiate an interaction with them. Patrons will sometimes come to you upset, worried, or angry. No matter how they are acting, stay calm and call a supervisor if you feel threatened or feel yourself getting angry. Try this

- “Hello, may I help you?”
- “Is there something I can do you for?”
- “Hi, what can I do for you?”

Chat

Chat is a quick and efficient way for patrons to communicate with the Reference Desk. The chat works like any instant messenger that you have likely used on your own personal computer. On your desktop, there is an icon for Pidgin. Click on it and change the status "Available." Be sure the speakers are turned up as there will be a tone that sounds when a chat enter the queue. Even though there may be several library staff members monitoring chat from their offices, the reference desk is the default chat desk. Chat transcripts are monitored by the library. Some rules for chat are

- use complete words made into complete sentences with proper punctuation
- Avoid the use of SMS language
- Chat is an informal service but needs to be handled formally at the desk
- Distance Education students (who have special document delivery privileges) may self-identify by saying “I’m in Hickory” or “my cohort” or “my off-campus class.” Please transfer these students to the Distance Learning chat queue. They can also chat with us directly via the Distance Learning chat from the library’s homepage – click on the Distance Learning tab. Also see the Distance Education section of this manual.

Phone

When the desk phone rings, it is important to remember to answer with a polite, helpful tone. Be sure to identify when you answer that the caller has contacted the Belk Library Reference Desk. To transfer a call, push the “flash” button and dial the four digit number of the party you are calling. When you hear the phone ring, hang up. Always

give the number to the party calling in case of a disconnect. Proper way to answer the phone

- “Belk Library, Reference Desk. May I help you?”
- “I am transferring you to 2189, just a moment”
- If someone approaches the desk, politely ask someone on the phone to hold. Don’t leave someone standing there while you handle a phone call.
- Distance Education students (who have special document delivery privileges) may self-identify by saying “I’m in Hickory” or “my cohort” or “my off-campus class.” Please transfer these students to the Distance Education library staff at - 2009. Also see the Distance Education section of this manual.

Paper and Printers

The printers need to be checked often, especially during busy times. Paper for the public printers is housed in the cabinet beneath the printers. The green and white cover is not recyclable and must be placed in the trash can. Remember

- Use the guide on the outside when filling. Overfilling the printers will cause them to jam
- Only paper from the cabinet is to be put in the printers
- Patrons cannot add their own paper to printers or copiers – refer them to EDMS from 8:00 – 5:00 or suggest Staples
- Printers will not accept legal size paper
- Fill printers on the main reference floor and the Wired Scholar café

Emergency print situations

Each of the four inside computers are networked to a printer called “Bob” located under the desk. There is no charge to use “Bob” and therefore it is to be used in emergencies only. An emergency is

- The Pharos server goes down
- The printers are unavailable
- To satisfy a patron not interested in a refund (they just want their work)
- Other situations approved by a supervisor on duty
- Students may get a refund form available at the Reference desk

Troubleshooting print problems and submitting a problem ticket

If Pharos goes down, shut down and restart the computers and printers. Wait a few seconds, then turn them both back on. If this didn't resolve the issue, the protocol is

- E-mail Mike Waters at watersmc@appstate.edu and tell him that Pharos is down
- Put in a Technology Support Ticket. For details on how to do this, see the Computers section below
- Place signs on the printers (located in the drawer beneath the desk) explaining that printing is unavailable
- Emergency print situations may kick in at this point

Print card kiosk

Printing is paid for with print cards or App Cards only. A print card may be purchased from the kiosk for \$1.00 and money must then be applied to use the card. Students, Staff and Faculty should be encouraged to activate and apply money to their AppExpress account. This account can also be used for copying, paying fines or making purchases at the Circulation desk. Kiosks are located on the first floor.

Computers

The solution for most of the issues that our computers experience is to restart them. This forces them through deep freeze which may eliminate the problem and return the computer to its proper settings. If this doesn't work, you must submit a ticket to the Technology Support and put a sign on the computer indicating there's a problem. Do this

- On the desktop of the desk computer find the icon "Enter Technology Support Ticket"
- Log on with your appalnet username and password
- Choose "report a problem with a lab computer" or "printer"
- Use contact information for reference desk – phone number *2820
- Give specific information about the location of the computer – eg. counting the number of rows from the fireplace and which computer on the row
- Include all troubleshooting steps you've taken – eg. Re-booted the computer, tried a different port, etc.
- After filling out ticket, click submit

You will receive an e-mail that you can ignore.

For quick answers or to call a tech person to the desk

Our web team monitors the support tickets as well as the tech queue visible on the public desktop. You can communicate with a tech person monitoring the queue by clicking on their name from the buddy list.

Scanners

Eight scanners are available on the first floor. Instructions are printed out and available at each station.

Statistics

It is very important that accurate statistics are kept. The information gathered by these statistics helps the Library to better understand what kind of questions patrons are asking, and track peak use times. Therefore

- Click on the icon that reads "Ref Desk Statistics."
- Type in the desk username and password
- Select "Reference Desk" from the list of locations
- Count every question in the appropriate category

Supplies

You are responsible to keep the supply table straightened to keep things running smoothly. Supplies will be provided by the supervisor. Therefore

- Fill staplers
- Empty hole punch
- Cut paper for note trays and put 2 golf pencils in each

Navigating the library web site

To answer even basic questions, you must be familiar with the entire library web site. Some tools you will need are (supervisor initial when training is completed)

- Catalog – how to locate materials by format and location – how to use ABC Express_____
- RAP – when and how to schedule a RAP_____
- Library guides for research – for information on research topics_____
- Class guides – created by a librarian for a specific class_____
- Classroom calendars and events being held in the library_____
- Librarians by subject specialty_____
- Services available to students and faculty_____
- Student training WIKI_____
- Databases _____

Housekeeping

In order to maintain a welcoming environment several times during your shift you will

- Walk the floor pushing in chairs
- Pick up paper and cups/bottles and put in the trash can or recycling bin
- Pick up books and leave on the “Leave here to be shelved” book trucks
- Straighten around the printers and the supply table (empty the hole punch)
- Empty pencil sharpeners
- Fill Bob’s printer tray with paper. This paper DOES NOT come from the printer cabinets. It is kept in a closet in Pat Sweet’s office.

Begin the day . . .

Monday – Thursday

- Turn all desk computers and monitors on – log in userid & password =
- Turn Bob the printer on
- Open pigeon
- Open stats – need to use same userid & password
- Check supplies
- Fill printers
- Check phone for messages

End the day . . . (leave computers on for updates on Saturday nights)

- Check supplies
- Fill printers
- Walk the floor pushing in chairs and picking up trash
- Turn Bob off
- Shutdown and turn off all desk computers and monitors