

A public service interaction that...

Directional		Reference			
Hardware/authentication	Directional	Basic	Intermediate	Advanced	Comprehensive
Definitions <p>...responds to problems or patron difficulty with hardware and equipment</p> <p>Includes self-serve checkouts, computer stations, printers, copiers, etc.</p> <p>Covers troubleshooting and basic how-to-use questions</p> <p>Does not include questions about location, availability, or policy governing library hardware (these may be <i>Directional</i> or <i>Basic</i>)</p>	<p>...facilitates the general use of library buildings and services</p> <p>No specialized knowledge or expertise required</p> <p>May involve use of information sources that describe the library, such as maps and schedules</p>	<p>...responds to a simple question using library information sources</p> <p>Requires limited use of sources such as the OPAC, library website, or ready-reference material</p> <p>May involve patron instruction</p>	<p>...assists patrons with intermediate questions or support</p> <p>Requires familiarity with the service area</p> <p>May require use of several information sources</p> <p>May require consultation with specialized staff</p> <p>Involves patron instruction</p>	<p>...responds to a patron question using advanced expertise in the service area</p> <p>For research questions, subject specialists need to be consulted</p> <p>May involve a scheduled appointment or consultation</p> <p>Interactions are multi-faceted and often inter-disciplinary</p> <p>Requires dialogue with patron and mutual exploration of the topic or question</p>	<p>...provides comprehensive, information services for specialized needs</p> <p>Requests for information usually cannot be answered immediately</p> <p>Primary (original documents) and secondary resource materials may be used.</p> <p>May take more than 1 hour and develop over several email exchanges</p>
	Examples <p>Problems with print card dispensers and readers</p> <p>Operating instructions for copiers, printers, etc.</p> <p>Helping a patron with basic authentication or login problems (e.g. CWL, temporary login)</p> <p>Helping patrons save files, use flash drives, etc.</p>	<p>Physical directions, both in the library and across campus</p> <p>Hours of operation</p> <p>Basic policy questions such as standard loan periods, computer use, and food/drink policy</p>	<p>Known-item lookup in Voyager or OPAC</p> <p>Policy questions that require consultation of information sources</p> <p>Introducing patrons to holds, DocDel ASRS, etc.</p> <p>Providing wireless connection instructions</p>	<p>Introduction to searching OPAC, using databases, etc.</p> <p>Introduction to research on given topic, including specialized databases</p> <p>Helping a patron with a complex remote-access problem</p> <p>Introduce patron to Research Guides</p>	<p>Instruction in defining/clarifying topics, focusing/broadening searches</p> <p>Introducing complex search techniques, cross-referencing resources</p> <p>Interdisciplinary research, multi-faceted questions</p>