Tips for Working with Multiple Patrons

Come Prepared

- Open the following pages in your browser:
    - LibraryH3lp
    - Campfire
    - Guest logins
    - Library policy pages
- Set-up your browser(s) windows in a way that works efficiently for you
- Make sure your sound is turned on
- Check the Chat History tool in LibraryH3lp to see how busy the service is
- Practice using scripts or create some of your own

Strategies

- Use the Chat History tool in LibraryH3lp to see how busy your colleagues are
- Communicate with colleagues in Campfire for advice or transfers
- Read new questions as they come in – take duplicate or similar questions
- Be honest and communicate – you're handling several other questions at the same time
- Ask the patron questions – it takes time for them to respond
- Watch the patron indicators to see when your patrons have responded
- Use scripts when appropriate to save time typing
- Send links and/or copy-paste information when appropriate to save time typing
- Take the patron to databases you know well
- Refer local knowledge questions to the patron's institution – provide contact information (e.g. a phone number for the reference desk)

Stalling

- Ask reference interview questions to buy yourself time
- "I'll see what resources are available for you – just a minute please"
- Show the patron the appropriate research guide from their institution
- Once you have a list of results, ask the patron to look it over while you help someone else