



## Tips for Handling Multiple Patrons

### Come Prepared

- 👤 Have your browser open to the staff portal, with the following pages open in tabs:
  - Campfire chat
  - 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 Monitoring Tool in QuestionPoint to see how busy the service is
- 👤 Practice using scripts, or create some of your own

### Strategies

- 👤 Use the Librarians tab to see how many questions your colleagues have
- 👤 Communicate with colleagues in Campfire for advice or transfers
- 👤 Read new questions as they come in – take duplicate or similar questions
- 👤 Ask the patrons lots of 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
- 👤 Push pages and send links rather than typing info into chat
- 👤 Take them to databases you know well
- 👤 Be honest and communicate – you're handling several other questions at the same time
- 👤 Refer local knowledge questions to the patron's institution. Provide contact info, e.g. phone number, for reference desk or circulation staff

### 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 subject guide from their institution
- 👤 Once you have a list of results, ask the patron look it over while you help someone else