

REFERENCE AND INFORMATION SERVICES COMPETENCIES (Revised June 19, 2008)

These services support library users as they seek access to information in all formats, wherever these resources are located. These competencies require an understanding of basic information resources and of the user's information seeking behavior and expectations.

Library Support Staff will know:

1. The general scope of the library's collections, including areas of strength and specialized collections.
2. Legal issues involved in reference services, including user privacy, confidentiality, and copyright.
3. Basic reference, information, and community resources.
4. Classification and organization schemes for collections.
5. Basic search methods, display options, and terminology of the library's catalog, website, and other information access tools

Library Support Staff will be able to:

6. Conduct effective reference interviews, helping users define their information needs.
7. Judge when referrals are necessary, and use appropriate referral procedures.
8. Instruct users in basic research procedures, including use of the library's catalog, general database, and web searching, and locating materials in the library.
9. Use basic searching skills to find information in print, non-print, and digital resources.
10. Use locally developed tools such as subject guides, FAQs, and other resources that provide guidance to answer information requests.
11. Help users select the most appropriate information resource to meet their needs, and evaluate the quality, currency, and authority of information retrieved.
12. Identify and locate information in all formats, and assist users in retrieving materials, including those not held locally.
13. Interpret bibliographic record and citation formats.