

Goals for the Reference and Instructional Services Internship Program

By the first day of classes, we expect you to

- be able to navigate Jackson Library
- provide good customer service
- have knowledge of the need for and expectations of a reference interview
- understand process of referral for difficult reference questions
- have knowledge of and comfort with librarians
- have knowledge of tools and tricks for getting started on a question
- feel part of a community
- have knowledge of chat reference etiquette and knowledge of triage techniques
- understand what it means to be reference librarian and all facets of reference librarianship
- be willing to ask for help

By October's mid-term check-in, we expect you to

- conduct a complex reference interview with referrals as necessary
- feel comfortable at the desk
- instruct a patron in basic library policies and find more information for them
- navigate LC call numbers
- conduct basic searches in catalog for books
- understand existence of liaison structure
- choose a database to start searches
- perform in-depth searches in the sources you've learned during intern training to this point
- to know when to ask for assistance

By December's semester interview, we expect you to

- be familiar with the liaison structure
- perform in-depth searches in the sources you've learned during intern training to this point
- be able to triage multiple reference questions effectively