

# MSU REFERENCE REFERRAL WORKFLOW - IN-PERSON

IN-PERSON QUESTION AT THE  
PATRON SERVICES DESK, MAIN  
LIBRARY



STUDENT EMPLOYEES REFER PATRON TO  
REFERENCE DESK (IF OPEN), ASSIST WITH BASIC  
RESEARCH HELP AND REFER PATRON TO CHAT (IF  
REFERENCE IS CLOSED) OR SUBJECT SPECIALIST

# MSU REFERENCE REFERRAL WORKFLOW - CHAT

**CHAT QUESTION  
COMES (24/7 SERVICE)**



LIBRARIANS WILL ANSWER QUESTIONS AS  
BEST AS THEY CAN. WILL REFER PATRON TO  
SUBJECT SPECIALIST OR SERVICE DESK AS  
NEEDED.



LIBRARIANS FROM OUR CO-OP PICK UP CHATS  
WHEN MSU LIBRARIANS ARE BUSY OR NOT  
STAFFED ON CHAT