WMU REFERENCE REFERRAL WORKFLOW - IN-PERSON

IN-PERSON QUESTION AT THE SERVICE DESK, WALDO LIBRARY

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USER SERVICES (US) STUDENT EMPLOYEES
ANSWER BASIC QUESTIONS, BOOK
APPOINTMENTS WITH SUBJECT LIBRARIAN, OR
REFER TO US SHIFT LEADER

US SHIFT LEADER TRIAGES QUESTION. WILL OFFER TO BOOK FOLLOW UP APPOINTMENT WITH SUBJECT LIBRARIAN IF NEEDED OR DESIRED

SHIFT LEADER MAY ALSO CONSULT SUBJECT LIBRARIAN VIA CHAT/PHONE BASED ON CHAT SCHEDULE FOR SUPPORT, M-F IN-PERSON QUESTION AT THE SERVICE DESK, EDUCATION OR MUSIC & DANCE LIBRARIES

US STUDENT EMPLOYEES & STAFF ANSWER
BASIC QUESTIONS

SUBJECT LIBRARIANS ON-SITE. DIRECT REFERRALS WHEN AVAILABLE

WMU REFERENCE REFERRAL WORKFLOW - CHAT

CHAT QUESTION

9 AM - 5 PM, MONDAY - FRIDAY

2 INSTRUCTION AND OUTREACH (I&O) LIBRARIANS AVAILABLE ON CHAT. WILL ANSWER QUESTIONS SUBMITTED BY PATRONS OR FROM STAFF AT FRONT DESK(S)

US SHIFT LEADER LOGGED INTO CHAT AS BACK UP FOR I&O. CAN MOVE CHATS TO A LIBRARIAN WITHIN CHAT PROGRAM IF NEEDED CHAT QUESTION
5 PM - 10 PM, MONDAY - FRIDAY
ALL DAY SUNDAY

US SHIFT LEADER ANSWER ALL CHATS

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CHATS CAN BE CONVERTED INTO "TICKETS,"
THAT ARE THEN DIRECTED TO THE APPROPRIATE
LIBRARIAN OR STAFF MEMBER