Reference Training – Resource, Tool, or Function for Review

By the 28th (or a nearby weekday) of the month prior, please fill out your section of the RTP and email it to ==Staff Member==, who will combine all sections and post by the 1st of the month.
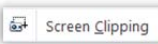
Scenario: Create a realistic, yet brief, scenario that staff may encounter to illustrate when the resource, tool, or function, etc. will be useful.

- Example from the MedlinePlus training:
  - A patron comes to you for more information on open heart surgery. The books we have are good for information, but she wants to see what it looks like; she needs a video. What do you do?

Solution: Explain what resource, tool, or function will work based on the scenario and write a brief explanation about it.

- Example from the HeritageQuest training:
  - The HeritageQuest database by ProQuest is available 24/7 from home and at all library locations. You can show your patron how to get access and do a basic search. (AncestryLibrary.com's database has good information, but isn't available from home.) They have recently added a new start page and searching interface.

How to ==Function in Name of Resource==:

- Provide step by step directions for staff to use the resource, tool, or function, starting from the basics and guiding them to where they can find what you're highlighting.

- Please be careful to spell and capitalize exactly the same as the resource to ensure your directions can be easily followed.

- Please use these design conventions:
  - **Bold -** For specific words/named icons to interact with directly (click or tap)
  - *Italics* – For words/named icons that provide guidance or reference points
    - On the left column under *Libraries*, click **Documents**
  - Screen shots – For icons without text
    - In MS Word, use the *Screen Clipping* tool
      - Minimize your Word doc >
      - Click **Insert** tab > click **Screenshot**
      - From bottom of pop up, select **Screen Clipping**

- Please feel free to include screen shots with a view of the entire page (instead of just specific icons) if written directions are confusing or too lengthy.

Review:

Ask several scenario based questions that allow the staff member to experience using the resource. The staff member will send the answers to his or her supervisor to receive credit for the RTP.

Please include your answers with your questions on this document. They will be removed from the RTP and added to the Answer Key that is distributed to supervisors.

==Library Name==

Reference information compiled by ==Name, Position== ==email@email.com==
Technology information compiled by ==Name, Position== ==email@email.com==
Polaris information compiled by ==Name, Position== ==email@email.com==

Technology Training –

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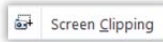
Scenario: Create a realistic, yet brief, scenario that staff may encounter to illustrate when the resource, tool, or function, etc. will be useful.
- Example from the MedlinePlus training:
  - A patron comes to you for more information on open heart surgery. The books we have are good for information, but she wants to see what it looks like; she needs a video. What do you do?

Solution: Explain what resource, tool, or function will work based on the scenario and write a brief explanation about it.
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Polaris information compiled by <mark>Name, Position email@email.com</mark>

Polaris Training –

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- Example from the MedlinePlus training:
  - o A patron comes to you for more information on open heart surgery. The books we have are good for information, but she wants to see what it looks like; she needs a video. What do you do?

Solution: Explain what resource, tool, or function will work based on the scenario and write a brief explanation about it.
- Example from the HeritageQuest training:
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