

- 7.) Why should you share all information sources with the patron?

- 8.) Name three of the most common reference problems and how you can prevent them from happening.

- 9.) List any frequently used resources in your library that need to be updated.

- 10.) What are some library jargon terms that may come up at your reference desk and the alternative wording that you could use?

- 11.) List any technology your library offers to help guide patrons through library resources in a virtual setting.

- 12.) In your opinion, why should the reference desk keep track of searches and official counts of reference transactions?

- 13.) What is the difference between a reference transaction and a directional transaction? Give an example of each.

