1.) What were the six ideas listed for creating an excellent search strategy? List an example for each.

2.) Before you begin any search, you need to know the patron’s real question and you should also know the patron’s original source, if any. Describe in your own words why this is important and give an example.

3.) What is a subject heading? Why are they a good place to start your search?

4.) Find at least five subject headings in your catalog that you think would apply to a question from someone who wants to start a small business raising dogs, but isn’t sure what kind of dog, and has very little business experience, especially with tax laws for small businesses.

5.) Why is it important to use the index of a reference source? Give an original example.

6.) Why is it necessary to look up information you think you know?
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.