

William H. Hannon Library Information Commons Community



TRAINING

Know your Library

The Physical Library
Library Layout
Information Commons
Emergency Procedures
Library Locations Quiz

The Library Website
Website basics

LibAnswers
Library Website Quiz

Tracking with Gimlet

Gimlet
Gimlet Basics
Gimlet Practice and Quiz

Reference and Information

PS Wiki and Referrals
Public Service (PS) Wiki
Referral Guidelines
Reference Basics Quiz

Library Catalog
Advanced Search Options
Known Item Lookups
Known Item Quiz

Using the Catalog
Unavailable Items
Finding the Item Quiz

How Are Books Organized
Library of Congress
Call Numbers Quiz

Citation Chasing
Finding Journal Articles
Find the Article Quiz

Database Searching
Theological Resources
Primary Sources
Business Research

Customer Service

Customer Service
LMU Service Standards
Challenging Patrons
The Reference Interview
Customer Service Quiz

Talking Technology

Technology
Computers
Printing and Copying
Group Study Rooms
Technology FAQ
Additional Training
Technology Quiz

Chat

LibraryH3lp
For Students
For Interns and Staff

Purpose: Orientates workers with the library building and service points.

Resources: Library tour outline, video and podcast tours (LMU), Information Commons checklist, evacuation map and emergency reference guide.

Purpose: Overview of library website.

Resources: Website basics checklist, LibGuides video (Jing).

Purpose: Introduction to Gimlet statistical software, the READ scale and Gimlet tags.

Resources: Gimlet user guide, list of Gimlet tags, READ scale background, quick guides.

Purpose: Navigating and contributing to the Public Services wiki. Guidelines for when questions should be referred to a reference librarian.

Purpose: Using the catalog to find items, advanced search features and ERES.

Purpose: Explains item status, locations, requests and recalls, what to do if items are unavailable.

Purpose: Teaches the basics of Library of Congress classification.

Resources: How to read a LOC call number video (YouTube), Library of Congress outline.

Purpose: How to read citations, searching for articles and locating articles from partial citations.

Resources: Video on searching the journal list (Jing).

Purpose: Information on how to conduct advanced searches for specialized resources.

Resources: Boolean, advanced Boolean and truncation web based tutorials (Colorado State University Libraries), finding Bibles and commentaries videos (Jing).

Purpose: Getting to know LMU customer service standards, how to deal with problem patrons, conducting reference interviews.

Resources: HR customer service video (LMU), reference interview video (YouTube).

Purpose: How to print, add money to OneCard, switch operating systems, connect laptops to LCD screens, refer technology questions and basic troubleshooting.

Resources: Wireless set up instructions, how to reserve a group study room video (Jing), checklist of practical training scenarios.

Purpose: How to login and use the internal LibraryH3lp instant messaging system.

Resources: LibraryH3lp handbook, chat guidelines and best practices.