

# Mining the Knowledge Base: Wiki Technology and Constructivist Learning in a Reference Services Training Program

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## Reference Training Program & Objectives:

Reference question tracking has shown that paraprofessional staff at the Health Sciences Branch Library at the University of the Pacific field 76% of all reference questions. To maximize staff presence and reference capabilities at HSB, reference training was implemented for the branch's two paraprofessional employees. Based on constructivist theory, which posits that development is learning and that knowledge is socially constructed, wiki technology was selected to collocate different resources and formats in a single location. The collaborative functions of the wiki complemented the branch's egalitarian organizational structure.

## Results & Conclusions:

Twenty-eight criteria were assessed via a confidence scale that each paraprofessional took during regular intervals. Amongst the participants, confidence in 84% of the areas improved, with a total 100% staying the same and/or improving. Paraprofessionals felt more confident in receiving and responding to reference questions.

**Reference Training Confidence Scale**

1. Default Section

1. When performing this task/action, please rate your level of confidence.

	Absolutely confident	Confident	Somewhat confident	Neither confident or unconfident	Somewhat unconfident	Unconfident	Not confident at all
Answering Speech-Language Questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answering Pharmacy Questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answering Dental Hygiene Questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answering Physical Therapy Questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Searching Health Sciences Databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Describing the difference between popular & scholarly works	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limiting a search to scholarly works only	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Searching Pacific	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teaching Pacific Search	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Searching HSB Books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Searching HSB Periodicals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requesting ILL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teaching ILL Requesting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speaking to students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

