

**“You’ve come to the  
right place!”**

**Assisting other libraries’ patrons on Answerland**

**Joanna Milner, Multnomah County Library**

**Assure** the patron that you can help them.

- ★ Talk about what you *can* do, not what you *can't*.
- ★ Start with your greeting.

Do a good **reference interview** every time.

Make sure you understand what the patron needs.

# Look at the **Policies** page.

**Tools**

Library Patron **Policies**

**Info** Scripts URLs Notes

Question: [13469383] Qwidget: Hello, I am an author in London. I am trying to locate a news report about balloonist Madame Johnson causing a riot at Niblo's in NYC in 1828. There was a report about the event in The National Gazett...

Patron: Library Patron (No e-mail provided)

Patron's Library: Ask Here PA Public

Queue: B - PA Public

Cobrowse: No

Browser/OS: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_13\_3) AppleWebKit/604.5.6 (KHTML, like Gecko) Version/11.0.3 Safari/604.5.6

Referer: <https://www.powerlibrary.org/chat/>

## Search the **library's website**.

- ★ Research help
- ★ Digital media info & troubleshooting
- ★ Events & classes
- ★ Closures
- ★ Online renewal & holds
- ★ Cultural passes

## Use other authoritative online resources.

- ★ Libraries of Oregon databases  
([librariesoforegon.org](http://librariesoforegon.org))
- ★ Oregon School Library Information System  
([oslis.org](http://oslis.org))
- ★ Other authoritative sites

## **Call the library.**

“Hi, this is Joanna at Multnomah County Library and I’m chatting online with one of your patrons. She’s sure that there is an underwater basket-weaving class at your library tonight, but I can’t find any mention of it on your website. Do you know what she might be referring to?”

## Give the patron **options**.

“I want to make sure you get the correct information. I can pass this on to your library and they will email you back within 48 hours, or you can call them at XXX-XXX-XXXX until 5:00 tonight.”

Get useful **follow up** information.

- ★ Email address
- ★ Library card number
- ★ Clarification of question
- ★ Time frame

1. **Assure** the patron that you can help them.
2. Do a good **reference interview**.
3. Look at the **Policies page**.
4. Search the **library's website**.
5. Use other **authoritative online resources**.
6. **Call** the library.
7. Give the patron **options**.
8. Get useful **follow up** information.