

COMMUNITY TOPIC

Example: *Unemployment*

REFERENCE QUESTIONS THAT SUPPORT TOPIC

How do I become a nurse?

REFERENCE ACTIONS THAT SUPPORT TOPIC

Keywords about employment

Reputable job sites

Searching catalog for nursing books

ACTIVITIES THAT OCCUR AT YOUR REFERENCE DESK

COMMON QUESTIONS AT YOUR REF DESK

TOPICS OF VALUE TO YOUR COMMUNITY THAT THIS MIGHT MAP TO

Example: *Keyword brainstorming*

How do I print?

Digital Divide, Technology Training, etc.