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Musselman Library Reference Desk, This is Audrey, How May I Help You?

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Abstract

I never thought I would feel this comfortable at the desk. At the end of last week a lot of librarians weren't in the building so I picked up one of their shifts. In January I never would have thought I could just volunteer for that. The idea of being at the desk alone was pretty scary, so the thought of being at the desk when there were very few librarians even in the building would have been flat out terrifying. But it was fine! There weren't too many questions because it was the lunch shift on Friday so for the most part students were either having lunch or had already checked out for the weekend, but I was still kept moderately busy answering people's questions. [*excerpt*]

Keywords

Musselman Library, Gettysburg College, Fortenbaugh Internship, Reference and Instruction

Disciplines

Library and Information Science

Comments

The Interns at Gettysburg College's Musselman Library captured their internship experiences since the spring of 2011. Over time the blog has featured Fortenbaugh, Smith, and Holley interns. They shared updates on semester long projects, responded to blogging prompts, and documented their individual intern experience.

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Blogging the Library

The Interns @ Gettysburg College's Musselman Library

Musselman Library Reference Desk, this is Audrey, how may I help you?

Monday, April 11, 2011

By: Audrey Schwinn '11

I never thought I would feel this comfortable at the desk. At the end of last week a lot of librarians weren't in the building so I picked up one of their shifts. In January I never would have thought I could just volunteer for that. The idea of being at the desk alone was pretty scary, so the thought of being at the desk when there were very few librarians even in the building would have been flat out terrifying. But it was fine! There weren't too many questions because it was the lunch shift on Friday so for the most part students were either having lunch or had already checked out for the weekend, but I was still kept moderately busy answering people's questions.

I don't even get that nervous when the phone rings anymore! About half an hour ago someone doing genealogical research called the Reference Desk with questions about which library services are open to the public, and also asking about *The Journals of Henry Melchior Muhlenberg*. I told the man on the phone that our library is open for public use and that I would look into his questions and send him an e-mail. Several minutes ago I sent what I think was a very helpful e-mail about how to set up a library account for Adams County residents and about our two copies of Henry Melchior Muhlenberg's journals (one is in Special Collections).

I really enjoy being helpful and I like that my Internship allows me to do that. The flip side of that is that I feel bad when I am unhelpful, but at this point I think those moments are becoming few and far between. On that note, I think it's about time for me to help some students by refilling the printer paper.

<http://bloggingthelibrary2012.blogspot.com/>