Blogging the Library

Musselman Library

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First Day Without a Desk Buddy: A Detailed Summary

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Abstract

Today is my first day behind the Ref. Desk without a Desk Buddy. I'm glad it's a morning shift because those are usually much quieter and less eventful than afternoon shifts. All of the librarians have reassured me that if I need help answering a question I can just call any of them, but so far I've been fine. I've been keeping a list of everything that occurs at the Desk this morning so that I can properly document my first day out here by myself. So far it hasn't been terribly interesting, but right now I'm ok with that. [*excerpt*]

Keywords

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

Disciplines

Information Literacy | 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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Thursday, February 24, 2011

By: Audrey Schwinn '11

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- 9:00 - Shift begins. I'm still really excited about having a name plate to put on the front of the desk.
- 9:01 - The Reference Desk Printer Paper Stock Pile is empty! Refill stock pile from closet.
- 9:33 - A student asked if the scanners are downstairs. Small amount of nervousness as the student approached the desk, but that quickly dissipated after discovering how easy her question was.
- 9:56 - Meggan the Librarian gave me two books that belong behind the Ref. Desk for me to re-shelve.
- 10:04 - A student asks to borrow one of the Ref. Desk's Turabian manuals. Little to no nervousness/fear experienced because I happen to personally know the student from Marching Band.
- 10:35 - A student has several questions about citing in APA format. I showed her how to use the Source Manager tool in Microsoft Word documents to format both in-text citations and bibliographies according to APA. Then I helped her identify the publication date and the publisher of one of her books. I got really nervous when it became apparent that she had a question that wasn't simply directional and that it was about APA, which I'm not very familiar with. But I was totally able to handle it. Super confidence boost for the rest of my shift.
- 10:40 - Jess the Librarian asks me for my opinion on when the best time during the evening would be to hold a focus group about how students use mobile devices to access the library web page.
- 11:00 - Kerri the Librarian asks how things went; I respond positively. End of shift. Relocate to Library Basement to finish typing blog post and work on homework for Environmental Issues.

Down time between events: Downtime is spent looking for information on National Library Week and thinking of potential themes we could use for that this year.

Summary: At this point I know that I often *don't* know what the absolute best answer to every reference question is. The way I deal with this is by thinking about how I would handle the issue and what would I do first if I were in the student's position. For example, if I were asked to format something in APA, I would handle that by using the APA option in the Microsoft Word source manager, so that's what I showed the student. (She also could have used the list of Citation Guides found on the library website.) Anyways, I survived, and I am feeling much more comfortable behind the desk.

http://bloggingthelibrary2012.blogspot.com/