

Comm. Method	Reference Category	Directional Category	Question	Answer	Time Spent	Patron Type	Date/Time
Walk-Up		Referral	Do you have headphones?	Yes, referred him to circ.	0-5 Minutes	Student	2009-09-03 13:56:00
Walk-Up	Other		When do I have to pay for classes?	Checked calendar on class schedule.	0-5 Minutes	Student	2009-09-03 14:03:00
Walk-Up		Campus Location	where can i find a uaa branded folder?	referred to campus bookstore, gave directions.	0-5 Minutes	Student	2009-09-04 15:11:00
Phone	Research		where can i search for books? what database will g	referred patron to the catalog. directed patron to histor	5-15 Minutes	Unknown	2009-09-04 15:23:00
IM/Chat	Books/Catalogs		Are UAA MPH theses available online?	Called Sally, determined that we don't have online acces	5-15 Minutes	Student	2009-09-04 16:45:00
Walk-Up	Books/Catalogs		What videos do we have that could be shown in bi	Searched catalog for our materials, explained hold syste	0-5 Minutes	Faculty/Staff	2009-09-04 17:15:00
Walk-Up	Other		Can you help me with the structure of this sentenc	Allowed patron to mostly guide himself through it, givin	0-5 Minutes	Student	2009-09-04 17:18:00
Walk-Up	Books/Catalogs		Help finding biographies of specific composers in c	Demonstrated how to search the catalog, identify locati	5-15 Minutes	Student	2009-09-09 12:10:00
Walk-Up	Books/Catalogs		Help locating item on shelf, had call number.	Confirmed in catalog that call number/location was corr	0-5 Minutes	Student	2009-09-09 12:30:00
Walk-Up	Technical Asst		How do I print?	Walked patron through process, start to finish.	0-5 Minutes	Student	2009-09-09 12:54:00
Walk-Up	Technical Asst		How do I print my paper? I have a class right now..	Walked patron through process... quickly.	0-5 Minutes	Student	2009-09-09 12:58:00
Walk-Up	Journals		Do you have a particular journal, Journal of Green	No. Checked journal title list, googled it to confirm corre	0-5 Minutes	Community	2009-09-09 13:13:00
Walk-Up	Technical Asst		I need a computer where I can check my hotmail a	confirmed patron is uaa student, walked patron through	0-5 Minutes	Student	2009-09-09 13:22:00
Walk-Up	Technical Asst		I need to use a computer and it won't let me log in	Determined patron was trying to use a one hour machin	0-5 Minutes	Student	2009-09-09 13:49:00
Walk-Up	Books/Catalogs		Patron looking for specific title.	Found out-of-date edition in catalog via title search. Ask	0-5 Minutes	Student	2009-09-09 14:04:00
Walk-Up	Databases		I can't remember how the other librarian got to th	I retraced the steps for patron.	0-5 Minutes	Student	2009-09-09 14:00:00
Walk-Up	Journals		Patron could not recreate article search performec	Retraced steps Marsha had taken for patron.	0-5 Minutes	Student	2009-09-09 14:10:00
Walk-Up	Journals		I am looking for something by a particular author. (Patron did not know journal or title so I asked if he knew	0-5 Minutes	Faculty/Staff	2009-09-09 14:15:00
Walk-Up	Technical Asst		Printing isn't working.	Re-sent job and worked ok.	0-5 Minutes	Student	2009-09-09 14:20:00
Walk-Up	Technical Asst		How do I get just the first page of this article into a	Noted patron had paper copy in her hand in addition to	0-5 Minutes	Student	2009-09-09 14:30:00
Walk-Up		Supplies	Where to buy thumb drive	Circ	0-5 Minutes	Student	2009-09-09 14:40:00
Walk-Up	Technical Asst		How to edit header in word	Showed patron	0-5 Minutes	Student	2009-09-09 14:41:00
Walk-Up	Other		How do I get on the waiting list for Rosetta Stone?	After some clarifying questions, looked on UAA website,	0-5 Minutes	Student	2009-09-09 14:45:00
Walk-Up		In-library Location	I can't find this book on shelf (it isn't there).	Confirmed location/status, then found item on shelf. Pat	0-5 Minutes	Student	2009-09-09 14:55:00
Walk-Up	Technical Asst		help printing a pdf		0-5 Minutes	Student	2009-09-10 11:40:00
Walk-Up	Technical Asst		How to print		0-5 Minutes	Student	2009-09-10 12:55:00
Walk-Up	Technical Asst		How to print		0-5 Minutes	Student	2009-09-10 12:53:00
Walk-Up	Technical Asst		How to print	Patron thrown off by username/password mostly.	0-5 Minutes	Student	2009-09-10 12:25:00
Walk-Up	Technical Asst		How do I make it print single-sided?		0-5 Minutes	Student	2009-09-10 12:27:00
Walk-Up	Books/Catalogs		Patron needed detailed physical maps of the coast	We tried basic US atlas and Alaska atlas but neither gave	5-15 Minutes	Student	2009-09-12 13:19:00

Walk-Up	Research		Needed books about WWII aviation history in Alaska. Searched library catalog by keywords and subjects to find books. 30-60 Minutes	Community	2009-09-12 15:10:00
Walk-Up	Technical Asst		Patron forgot wolfcard... again. Used ref card and patron paid at desk. Emphasized the importance of the card. 0-5 Minutes	Student	2009-09-12 15:26:00
Walk-Up	Technical Asst		Confused about job name/password screen. Explained. 0-5 Minutes	Student	2009-09-12 15:31:00
Walk-Up		In-library Location	Where can I find these call numbers (BF and GN)? 0-5 Minutes	Student	2009-09-14 17:05:00
Walk-Up		Referral	Do you sell pens? Yes, referred to Circ. desk for purchase. 0-5 Minutes	Student	2009-09-14 17:06:00
Walk-Up	Research		I need help researching racial stereotyping in magazines. Clarified and narrowed topic with patron, instructed: use social work research guide/psych info database, library. 60+ Minutes	Student	2009-09-14 17:02:00
Walk-Up	Brief Orientation		High school student wanted to know what library resources were available to public. Encouraged to use resources. 0-5 Minutes	Community	2009-09-14 17:28:00
Walk-Up	Technical Asst		What user/pass do I need to put in to make this printer work? Explained he could put anything. Offered to show him how. 0-5 Minutes	Student	2009-09-14 17:58:00
Walk-Up	Books/Catalogs		Wanted to know if we had a particular out of print book. Only copy in system is in Kodiak. Wanted it today even if it was out of print. 15-15 Minutes	Student	2009-09-14 18:06:00
Walk-Up	Technical Asst		How to print from laptop Suggested use of computer here, emailing doc to self and printing. 0-5 Minutes	Student	2009-09-15 16:40:00
Walk-Up	Technical Asst		wanted help with printing from jump drive asked if he had card, said no, he'd go get it and come back. 0-5 Minutes	Student	2009-09-15 16:59:00
Walk-Up	Research		student doing research on adolescents and substance use. Used social work research guide/psych info database, library. 60+ Minutes	Student	2009-09-15 18:46:00
Walk-Up		In-library Location	Patron trying to make a copy using the ref desk printer. Referred him to the copy room where he was able to make a copy. 0-5 Minutes	Student	2009-09-16 13:35:00
Walk-Up		Other	Where can I pick up my diploma? Thought it was UC but double checked on website. 0-5 Minutes	Student	2009-09-16 13:46:00
Walk-Up	Other		Need help finding sources for paper on Type 1 juvenile diabetes. Went over basic search skills for journals/databases and databases. 30-60 Minutes	Student	2009-09-16 20:47:00
Walk-Up	Databases		Wanted to know if we had ERIC or other databases. Showed him the education research guide with its links to databases. 10-5 Minutes	Student	2009-09-16 20:52:00
Walk-Up	Technical Asst		Need help copying, copier isn't working. Patron was sliding card backward. 0-5 Minutes	Student	2009-09-16 13:58:00
Walk-Up	Journals		I'm looking for this article and my professor said I should use find articles by journal to see if we had journal and articles. 5-15 Minutes	Student	2009-09-16 13:20:00
Walk-Up	Technical Asst		How do I print? 0-5 Minutes	Student	2009-09-17 13:05:00
Walk-Up	Technical Asst		How do I log in (student attempting to use one hour printer). Referred her to a non-public station and she had no problem. 0-5 Minutes	Student	2009-09-17 13:35:00
Walk-Up	Databases		I need to look at this particular case on LexisNexis. Located case on LexisNexis Legal using case name. Sent to patron. 15-15 Minutes	Student	2009-09-18 11:28:00
Walk-Up		Referral	I want to see this collection (hands me print out from database). After double-checking to make sure they were open, sent to patron. 0-5 Minutes	Community	2009-09-18 11:30:00
Walk-Up	Research		I need to find books on invention of writing. Clarified need, identified search terms/subject headings. 30-60 Minutes	Student	2009-09-18 12:58:00
Walk-Up	Databases		Needed articles on Cheka Russian secret police. Explored historical abstracts db. ILL'd some articles. Found 4 articles. 15-30 Minutes	Student	2009-09-21 09:37:00
Phone	Other		UAF Faculty wanting to log in to our databases directory. Let her know that UAF log-ins don't work here. Best bet is to use library computers. 0-5 Minutes	Community	2009-09-21 09:56:00
Walk-Up	Technical Asst		How can I email this article to myself? pdf was from database without an email function so saved to file and emailed. 0-5 Minutes	Student	2009-09-21 10:20:00
Walk-Up	Technical Asst		Patron kept getting error when entering print job. Went over and mentioned that password is case sensitive. 0-5 Minutes	Student	2009-09-21 10:22:00
Walk-Up		In-library Location	Where is The Nation (journal)? Walked patron over to journal on 1st floor. 0-5 Minutes	Student	2009-09-21 18:15:00
Walk-Up	Research		Need to do brief overview paper on nutrition during WWII. Found relevant books. Did not explore journal articles due to time. 15-15 Minutes	Student	2009-09-21 19:00:00
Walk-Up	Books/Catalogs		Student came in to follow up on her email reference request. Located email to see what was said, then conducted research. 5-15 Minutes	Student	2009-09-21 18:45:00
Walk-Up	Databases		I want to narrow by language in academic search. Michael C. and I concluded that the option simply wasn't available. 0-5 Minutes	Student	2009-09-21 19:25:00
Walk-Up		In-library Location	Where are the copiers? 0-5 Minutes	Student	2009-09-22 10:04:00

Walk-Up	Technical Asst		Can you help me figure out why my card won't let	She had tried here and in another on campus lab. Issue	0-5 Minutes	Student	2009-09-22 10:30:00
Walk-Up		In-library Location	Where are the copiers?		0-5 Minutes	Student	2009-09-22 17:07:00
Walk-Up	Technical Asst		How do I log in (hour-use computers)?	Referred student to the regular student machines.	0-5 Minutes	Student	2009-09-22 17:07:00
Walk-Up	Technical Asst		My jump drive isn't showing up on this computer. I	Moved patron to different computer, worked fine. Walk	0-5 Minutes	Student	2009-09-22 17:35:00
Walk-Up	Technical Asst		Can I pull up something in my email and print it?	Confirmed patron was UAA student, explained process	0-5 Minutes	Student	2009-09-22 17:42:00
Walk-Up	Research		Patron needed resource with example math probl	Needed material here in the library since it was needed	5-15 Minutes	Student	2009-09-22 18:19:00
Walk-Up	Databases		How can I email the stuff I found to myself?	Went to his computer to see whether he was in the cata	0-5 Minutes	Student	2009-09-22 18:33:00
Walk-Up	Technical Asst		Can I print in color here?	Yes, let her know that she could come back to have us w	0-5 Minutes	Student	2009-09-22 19:01:00
Walk-Up		Referral	Patron looking for natural noise suppression for wi	Given the nature of the question, I felt ARLIS would be a	0-5 Minutes	Community	2009-09-23 09:28:00
Walk-Up	Technical Asst		How do I print single sided?		0-5 Minutes	Student	2009-09-23 09:30:00
Walk-Up		In-library Location	I tried to find these call numbers on shelf but coul	I looked them up for patron yesterday so I knew what se	0-5 Minutes	Student	2009-09-23 09:22:00
Email	Other		Account status: I couldn't place a hold and I think i	Circ desk -- but 3.50 isn't enough to block. Checked her	0-5 Minutes	Student	2009-09-23 09:37:00
Email		Referral	Patron in Australia needs to know more about spe	Forwarded email to Archives and let patron know I have	0-5 Minutes	Community	2009-09-23 09:41:00
Walk-Up	Books/Catalogs		Patron want to look at environmental impact state	Wasn't sure if EIS was book/serial/etc. Patron did not kn	0-5 Minutes	Student	2009-09-23 10:21:00
Walk-Up	Technical Asst		What is the password for printing?	Whatever you make it. :)	0-5 Minutes	Student	2009-09-23 10:29:00
Walk-Up		Referral	I need a study room.	Referred to circ. desk.	0-5 Minutes	Student	2009-09-23 10:32:00
Walk-Up	Technical Asst		Repeated beeps indicated issue entering password	Mentioned passwords are case sensitive and to check th	0-5 Minutes	Student	2009-09-23 10:41:00
Walk-Up	Technical Asst		Do I need my WolfCard to print?	Encouraged patron to get her replacement card as soon	0-5 Minutes	Student	2009-09-23 10:43:00
Walk-Up	Technical Asst		I can't get my thumb drive to show up so I can get	Went through process and confirmed it wasn't recognizi	0-5 Minutes	Student	2009-09-23 10:48:00
Walk-Up		Supplies	Staple puller		0-5 Minutes	Student	2009-09-23 10:53:00
Walk-Up	Technical Asst		How do I log in to this computer (one-hour use)?	Confirmed patron was student, referred him to an open	0-5 Minutes	Student	2009-09-23 10:56:00
Walk-Up	Technical Asst				0-5 Minutes	Student	2009-09-25 11:37:00
Walk-Up	Technical Asst		Where can I use computer for writing a paper? Als	Pointed out computers for student use, computer lab. E	0-5 Minutes	Student	2009-09-25 11:50:00
Walk-Up	Technical Asst		I can't get into this, it keeps bumping me out.	She was trying to get to Blackboard. I showed her the lin	0-5 Minutes	Student	2009-09-25 12:00:00
Walk-Up		Referral	Where can I get a textbook my professor has on re	Referred to circ desk.	0-5 Minutes	Student	2009-09-25 12:02:00
Walk-Up	Books/Catalogs		Looking for specific psychology textbook.	Searched catalog, couldn't find, but I know it is on Reser	0-5 Minutes	Student	2009-09-25 15:08:00
Walk-Up	Databases		Patron needed 3 articles on anything related to so	We identified a few topics she might be interested and s	30-60 Minutes	Student	2009-09-25 15:44:00
Walk-Up	Research		Patron looking for primary sources for Hist 101 sca	Showed how to email to herself, how to tell if item in ph	15-30 Minutes	Student	2009-09-25 16:23:00
Walk-Up	Other		Lost a patron.	Ralph and I were each helping people with in-depth que	0-5 Minutes	Student	2009-09-25 16:00:00
Walk-Up	Technical Asst		Is there a computer I can use to just look up books	Let him know that any of the student/research compute	0-5 Minutes	Community	2009-09-25 16:38:00
Walk-Up	Books/Catalogs		Community patron looking for study materials for	None found in catalog. Went to state licensing site and	5-15 Minutes	Community	2009-09-25 16:59:00
Walk-Up	Books/Catalogs		Patron looking for specific Dewey book	Looked up in catalog, got call number, directed patron. I	0-5 Minutes	Student	2009-09-25 15:34:00

Walk-Up	Technical Asst		How do I add money to my WolfCard? How do I use the copier?		0-5 Minutes	Student	2009-09-26 15:47:00
Walk-Up	Technical Asst		Can you help me, this computer is stuck?	Was at the ctrl-alt-delete screen. Pushed appropriate bu	0-5 Minutes	Student	2009-09-26 15:59:00
Walk-Up	Databases		How do I get this article (citation in hand)? High Sc	Discovered that patron had found citation in ASP and sti	0-5 Minutes	Community	2009-09-26 15:15:00
Walk-Up	Books/Catalogs		Do you have a dictionary I can look at real quick?	Gave student one at ref. desk.	0-5 Minutes	Student	2009-09-26 16:03:00
Walk-Up	Other		What's the deal with that video collection?	Explained how we got them, check-out, etc.	0-5 Minutes	Student	2009-09-26 16:09:00
Walk-Up	Technical Asst		How do I print?	Thrown off by the user/pass screen. Showed patron the	0-5 Minutes	Student	2009-09-28 09:24:00
Phone		Referral	Can I renew books over phone?	Yes, transferred to Circ.	0-5 Minutes	Student	2009-09-28 09:35:00
Walk-Up		Other	Complaint: Patron wanted to have individual study	Explained our policy, apologized, offered suggestions for	0-5 Minutes	Student	2009-09-28 09:45:00
Walk-Up	Journals		Can you help me find a journal?	Had journal title but no vol/issue/etc. Asked patron if th	0-5 Minutes	Student	2009-09-28 09:50:00
Walk-Up	Research		Where are books on anthropology? Really needed	Said I can show you where books on anthro are but reall	0-5 Minutes	Student	2009-09-28 10:05:00
Walk-Up	Books/Catalogs		I need to make an ILL for Marie de France video. P	Searched both OPAC and WorldCat for Marie de France, 5-	15 Minutes	Student	2009-09-28 10:15:00
Walk-Up	Technical Asst		Patron printed color document to the color printer	Tried printing from another comp... kept saying the 4pg	5-15 Minutes	Student	2009-09-28 10:20:00
Walk-Up		In-library Location	Where is the copier?	Directed patron. Patron declined further assistance.	0-5 Minutes	Student	2009-09-28 10:26:00
Walk-Up		Other	Complaint: Student complained about man who a	Robin asked gentleman to leave due to noise.	0-5 Minutes	Student	2009-09-28 10:40:00
Walk-Up		In-library Location	Where is microfilm?	Clarified patron needed newspaper microfilm. Asked if l	0-5 Minutes	Student	2009-09-28 10:48:00
Walk-Up	Books/Catalogs		Do you have the textbook for my Stress Managem	searched reserves and OPAC. no.	0-5 Minutes	Student	2009-09-28 10:56:00
Walk-Up	Technical Asst		How do I log in to these computers?	blackboard login :)	0-5 Minutes	Student	2009-09-28 16:25:00
Walk-Up	Books/Catalogs		I'm looking for a reference book called Women of I	Searched several different ways with no luck. Confirmed	0-5 Minutes	Student	2009-09-28 16:42:00
Walk-Up	Technical Asst		How do I login to these computers?	Blackboard login	0-5 Minutes	Student	2009-09-28 17:10:00
IM/Chat		Other	Circ. policy question: I have a book out, can I check	Yes, usually 25. Want me to check your account to make	0-5 Minutes	Student	2009-09-28 17:17:00
Phone	Other		Student asking if BIOL 115 class is meeting sometir	(Ralph had politely clarified for her earlier that it was no	0-5 Minutes	Student	2009-09-28 17:35:00
Walk-Up		Supplies	Writing utensil		0-5 Minutes	Community	2009-09-28 17:39:00
Walk-Up	Books/Catalogs		Looking for specific title.	Not in our OPAC. Offered ILL but wants it faster. Looked	0-5 Minutes	Student	2009-09-28 18:04:00
Walk-Up	Technical Asst		My computer froze up	Comp was opening tab after tab to infinity. Logged out c	0-5 Minutes	Student	2009-09-29 15:00:00
Walk-Up		Supplies	I need a stapler.	Student had taken it to her computer.	0-5 Minutes	Student	2009-09-29 15:06:00
Walk-Up	Technical Asst		How much does it cost to print?		0-5 Minutes	Student	2009-09-29 15:10:00
Walk-Up	Technical Asst		New faculty wants to print, doesn't have WolfCard	Judi offered use of loaner card.	0-5 Minutes	Faculty/Staff	2009-09-29 15:12:00
Walk-Up	Technical Asst		How do I know if this will print double sided?	Showed patron the checkbox that does it.	0-5 Minutes	Student	2009-09-29 15:13:00
Walk-Up	Technical Asst		I don't see my print job on the list (print station).	Massive size of print job (and perhaps peak time where	0-5 Minutes	Student	2009-09-29 15:16:00
Walk-Up	Technical Asst		Can you help me print this out?	Walked patron through process.	0-5 Minutes	Student	2009-09-29 15:22:00
Walk-Up	Technical Asst		How do I log in to this computer? (one-hour statio	Asked him to get out his card, explained where to get th	0-5 Minutes	Student	2009-09-29 15:26:00
Walk-Up		Computers Full			0-5 Minutes	Student	2009-09-29 15:27:00

Walk-Up	Books/Catalogs	I am looking for a video on sociological theory.	Searched OPAC, explained to patron need for broader te	0-5 Minutes	Student	2009-09-29 15:30:00
Walk-Up	Citations/Refworks	Do I include the author's title/credentials in the cit	No, just the author's name :) Her item had "President, Si	0-5 Minutes	Student	2009-09-29 15:40:00
Walk-Up	Books/Catalogs	I need a video again, one I had checked out last we	Looked it up, item checked out. Walked instructor throu	0-5 Minutes	Faculty/Staff	2009-09-29 15:48:00
Walk-Up	Technical Asst	Faculty member returned to print using ref card and paid with cash		0-5 Minutes	Faculty/Staff	2009-09-29 15:57:00
Walk-Up	Other	Reserve status question: Faculty wanting to confir	Confirmed that it is.	0-5 Minutes	Student	2009-09-29 16:19:00
Walk-Up	Technical Asst	What password do I use on this computer?	Was at computer start-up screen. Press enter.	0-5 Minutes	Student	2009-09-30 13:09:00
Walk-Up	Technical Asst	Can you make sure I am logged out of this computer?		0-5 Minutes	Student	2009-09-30 13:15:00
Walk-Up	Technical Asst	Can I print without WolfCard - forgot it?	Override card, paid cash.	0-5 Minutes	Student	2009-09-30 13:30:00
Walk-Up	Journals	Community patron looking for 3 specific "books" (ε	Found one in ARLIS, one in CL first floor jnls. Third one w	5-15 Minutes	Community	2009-09-30 13:41:00
Walk-Up	Citations/Refworks	The catalog says the Turabian guide is at the Ref dε	Only copy we own is Ref Desk copy. Located online style	0-5 Minutes	Student	2009-09-30 13:50:00
Phone	Research	Student needs information about things to know w	Asked him if I could send him some ideas for searching v	5-15 Minutes	Student	2009-09-30 14:20:00
Walk-Up	Journals	I can't find this article. (Citation Trina and I found f	Took patron out to find... she had been at an entirely dif	0-5 Minutes	Community	2009-09-30 14:25:00
Walk-Up	Journals	I need to find these books the library looked up for	She had 2 journal titles. Verified that she wanted to brov	0-5 Minutes	Student	2009-09-30 14:37:00
Walk-Up	Citations/Refworks	Wanted to know whether to italicize or put in quot	Showed him the owl site for APA, found the answer with	0-5 Minutes	Student	2009-10-01 10:01:00
Walk-Up	Technical Asst	This computer says I need to install a printer.	Comp gives this message when trying to print pdf in ado	0-5 Minutes	Student	2009-10-01 11:05:00
Walk-Up	Technical Asst	I can't log on (one-hour comp).	Student? Yes. Try one of these on the other side.	0-5 Minutes	Student	2009-10-01 11:15:00
Walk-Up	Books/Catalogs	Do you have this book?	No, we don't but LL does and it is on shelf. Patron not in	0-5 Minutes	Student	2009-10-01 11:27:00
Email	Databases	Need 10 peer-reviewed articles on why people do	Gave student some ideas for searching, some terms, dat	15-30 Minutes	Student	2009-10-01 11:55:00
Walk-Up	Technical Asst	can't log in	was at startup screen - just push enter	0-5 Minutes	Student	2009-10-02 15:15:00
Walk-Up	Technical Asst	Can't log in	at startup screen - just push enter	0-5 Minutes	Student	2009-10-02 15:25:00
Walk-Up	Books/Catalogs	I can't log in to get to this ebook.	One of the newly added ebooks we don't have access to	0-5 Minutes	Student	2009-10-02 15:31:00
Walk-Up	Technical Asst	Where does this print out at?	Showed him, walked him through that process.	0-5 Minutes	Student	2009-10-02 15:49:00
Walk-Up	Technical Asst	If I print, does it print here (ref desk printer)?	Pointed out the printers, briefly described print process	0-5 Minutes	Student	2009-10-02 15:49:00
Walk-Up	Technical Asst	How do I log on to these?	Student computers, web access logged in. Blackboard lo	0-5 Minutes	Student	2009-10-02 15:59:00
Walk-Up	Research	Student needed detailed information about the mε	Ulrich's in print and online gave us most of what we nee	15-30 Minutes	Student	2009-10-02 16:05:00
Walk-Up	Technical Asst	Trouble getting file off of flash drive.	Switched computers and worked fine. Brad is aware of i:	0-5 Minutes	Student	2009-10-02 16:33:00
Walk-Up	Research	High school student researching the psychology an	Located great book at LL. Search ASP, ProQuest Psych dε	15-30 Minutes	Community	2009-10-02 17:08:00
Phone	Other	Phone number for King Career Center	Looked up in phone book	0-5 Minutes	Faculty/Staff	2009-10-02 17:14:00
Walk-Up	Technical Asst	Blackboard password look-up.	Showed him the default password.	0-5 Minutes	Student	2009-10-04 13:26:00
Walk-Up	Technical Asst	I don't know how to do this (she was at print static	I asked if she sent her print job. (No) Sent her to a comp	0-5 Minutes	Community	2009-10-04 13:26:00
Email	Books/Catalogs	How to find multimedia resources on child neglect	Explained how to do an advanced catalog search to narr	15-30 Minutes	Student	2009-10-04 14:09:00
Walk-Up	Research	Need popular press articles with basic information	ASP, found a couple articles. Then ADN via NewsBank, fc	5-15 Minutes	Student	2009-10-04 14:36:00

Walk-Up	Citations/Refworks		Needed help formatting article citation to APA.	0-5 Minutes	Student	2009-10-04 14:39:00	
Walk-Up	Databases		How do I get into this? (ProQuest Diss. and Abstrac	Showed patron what we DO have - the dissertations abs	0-5 Minutes	Community	2009-10-04 15:09:00
Walk-Up	Technical Asst		My print job isn't showing up and neither is his.	They used as... as job name and it became gobbly-guk. S	0-5 Minutes	Student	2009-10-05 17:55:00
Walk-Up	Books/Catalogs		How do I find books here ? (looking for B and D cal	Took him to sections, explained call number system, anc	0-5 Minutes	Student	2009-10-05 18:10:00
Walk-Up	Technical Asst		Needed help getting on to wireless network as gue	Didn't realize he needed to open a browser to accept ou	0-5 Minutes	Community	2009-10-05 18:43:00
Phone	Technical Asst		Do you have a scanner? Plus a dozen questions abr	Answered all the patron's many questions.	0-5 Minutes	Student	2009-10-05 19:02:00
Walk-Up	Books/Catalogs		Patron needed help deciphering a very unusual inc	Organized by Univ. of HI call number. Used intro pages t	0-5 Minutes	Student	2009-10-05 19:24:00
Walk-Up	Books/Catalogs		Need 2 minute easy to read (not native English spe	Found several monologue books. Took patron out to she	0-5 Minutes	Student	2009-10-05 19:52:00
Walk-Up	ILL		Question about signing up for ILL account.		0-5 Minutes	Student	2009-10-06 10:07:00
Walk-Up		Other	Needed public library card number look-up.	Driver's license number matched perfectly so looked it u	0-5 Minutes	Community	2009-10-06 10:08:00
Walk-Up		Referral	Looking for books she left here for us to hold a few	Circ desk	0-5 Minutes	Student	2009-10-06 11:16:00
Walk-Up	Journals		Where is journal Scientific American?	(Had citation) Walked patron to title, briefly explained h	0-5 Minutes	Student	2009-10-06 11:36:00
Walk-Up	Technical Asst		Wanted to know how to log in to our computers using his newly assigned APU login.		0-5 Minutes	Student	2009-10-06 12:59:00
Walk-Up		Other	Student in GUID 150 let me know his prof was runr	Notified Kevin	0-5 Minutes	Student	2009-10-06 13:03:00
Walk-Up		Supplies	Heavy duty stapler		0-5 Minutes	Student	2009-10-06 13:04:00
Walk-Up	Technical Asst		Do these computers print over there?	Yes.	0-5 Minutes	Student	2009-10-06 15:50:00
Walk-Up	Technical Asst		Print job not appearing.	Asked to re-send using some other job name than as....	0-5 Minutes	Student	2009-10-06 15:51:00
Walk-Up	Technical Asst		I need to print this document of a website but it w	Would not load on 2nd student computer. Used ref com	0-5 Minutes	Student	2009-10-08 10:11:00
Walk-Up	Technical Asst		The thing I printed isn't in the list (on the print stat	Clicked print and walked away. Didn't put in job name a	0-5 Minutes	Student	2009-10-08 10:12:00
Walk-Up	Technical Asst		How do I log on to these computers with my public library card?		0-5 Minutes	Community	2009-10-08 10:20:00
Walk-Up	Technical Asst		My PIN isn't working to log in (with public library c	After checking his photo ID, reset his PIN for him in Wor	0-5 Minutes	Community	2009-10-08 10:21:00
Walk-Up	Books/Catalogs		I found these two books in WorldCat and it says w	Explained WorldCat vs. local OPAC and when one shoulc	0-5 Minutes	Student	2009-10-08 10:53:00
Walk-Up	Technical Asst		I just typed up my paper on here and when I go to	When he attempts to attach it, it prompts for UAA email	5-15 Minutes	Student	2009-10-08 11:09:00
Walk-Up	Technical Asst		The journal I need is in a little box and I don't know	Explained: what microfilm is, how to load it, how to navi	5-15 Minutes	Student	2009-10-08 11:25:00
Walk-Up	Technical Asst		How do I make a copy here?	Explained process start to finish.	0-5 Minutes	Student	2009-10-08 11:26:00
Walk-Up	Technical Asst		Patron confused about purchasing copy card.	Helped patron complete transaction with VTS box.	0-5 Minutes	Student	2009-10-08 11:27:00
Walk-Up		Campus Location	Where is the giftstore? (meant bookstore)	Gave directions and provided map.	0-5 Minutes	Student	2009-10-08 11:34:00
Walk-Up	Databases		Is it possible to search a single journal title for a toj	Find articles by journal > locate journal in list > identify c	0-5 Minutes	Student	2009-10-09 12:57:00
Walk-Up	Technical Asst		Computer wont print pdf (says need to install a pri	Move patron to another computer, submit ticket to Brac	0-5 Minutes	Student	2009-10-13 10:15:00
Walk-Up	Journals		Need to view obituary from Nome Nugget newspa	Located the paper for patron, allowed him to browse.	0-5 Minutes	Community	2009-10-13 10:32:00
Walk-Up	Books/Catalogs		How do I know if this book is here or like Matsu?	Said it will say UAA/APU Consortium on this line (point).	0-5 Minutes	Student	2009-10-13 10:58:00
Walk-Up	Technical Asst		How do I print?	Walked patron through process	0-5 Minutes	Student	2009-10-13 15:04:00

Walk-Up	Databases		Student wanted to browse for books on depression. Looked at the catalog with her but offered to show her c	5-15 Minutes	Student	2009-10-13 15:25:00	
Walk-Up	Databases		Student wanted to browse for books on depression. Looked at the catalog with her but offered to show her c	5-15 Minutes	Student	2009-10-13 15:34:00	
Walk-Up		Referral	Lost and found	Circ	0-5 Minutes	Student	2009-10-13 15:20:00
Walk-Up	Technical Asst		Student needing to use one hour station since all stu stations full. Help with logging in.	0-5 Minutes	Student	2009-10-13 15:36:00	
Walk-Up		Computers Full			0-5 Minutes	Student	2009-10-13 15:30:00
Walk-Up	Technical Asst		I need to print something real quick and both the 1	Referred him to student machine while I re-booted then	0-5 Minutes	Student	2009-10-13 15:32:00
Walk-Up	ILL		Need to do a fake ILL, filled out but not submitted.		0-5 Minutes	Student	2009-10-13 15:52:00
Walk-Up	Technical Asst		Can i print color here?	Yes, showed patron the process.	0-5 Minutes	Student	2009-10-13 16:10:00
Walk-Up	Technical Asst		How do I get it to print one sided?		0-5 Minutes	Student	2009-10-13 16:17:00
Walk-Up	Books/Catalogs		I need to know if you have this book.	Textbook, prof said he "put it on hold." Nothing in Reser	0-5 Minutes	Student	2009-10-13 16:18:00
Walk-Up		Supplies	Stapler		0-5 Minutes	Student	2009-10-13 16:25:00
Walk-Up	Books/Catalogs		I can't find these three call numbers. The thing saic	Looked up one of the call numbers and saw it was ref... l	0-5 Minutes	Student	2009-10-13 16:28:00
IM/Chat	Other		Wanted to know if he could access a chapter of his	Tried Amazon -- no "look in book." Tried publisher -- no :	5-15 Minutes	Student	2009-10-13 16:45:00
Email	Research		Needs biographical information for Professor Step	Online faculty profile with CV, faculty profile book (1991	15-30 Minutes	Student	2009-10-15 10:50:00
Walk-Up	Other		Writing assistance: Help with word choice	A bit of brainstorming, then provided thesaurus.	0-5 Minutes	Student	2009-10-15 10:25:00
Walk-Up	Technical Asst		Forgot WolfCard	Override card and cash payment	0-5 Minutes	Student	2009-10-15 10:45:00
Walk-Up	Technical Asst		Word help: working with columns, tables and bulleted lists		0-5 Minutes	Student	2009-10-15 11:20:00
Phone	ILL		How to request doc delivery	Walked patron through process	0-5 Minutes	Student	2009-10-15 11:31:00
Walk-Up	Books/Catalogs		Needed to identify popular movies on DVD here at	Did not want to browse, so showed how to narrow sear	0-5 Minutes	Student	2009-10-15 12:07:00
Walk-Up		In-library Location	HD section	Patron declined help locating item, just wanted to be po	0-5 Minutes	Student	2009-10-16 16:16:00
Walk-Up		In-library Location	Where are newspapers (meeting a friend there)?	Told her where current rack is and backissues area	0-5 Minutes	Student	2009-10-17 14:40:00
Walk-Up	Liaison Referral		Student wants to speak with Ralph specifically abo	Gave card	0-5 Minutes	Student	2009-10-17 14:40:00
Walk-Up	Technical Asst		Is there a printer I can use? UAA stu on laptop	Directed him to pull up his material on student compute	0-5 Minutes	Student	2009-10-17 15:39:00
Walk-Up		Other	How much is this year's dividend?	knew answer, told him	0-5 Minutes	Community	2009-10-17 15:15:00
Walk-Up	Research		Wayland student from before needed additional h	Academic search premier was not the best database for	15-30 Minutes	Student	2009-10-17 15:40:00
Walk-Up	Journals		Needed to locate print article - citation matcher sh	Explained that we only had this one in print, showed hin	0-5 Minutes	Student	2009-10-17 15:48:00
Walk-Up	Journals		Patron confused that link to a journal in the citatio	Explained it was in print only, showed how he could tell	0-5 Minutes	Student	2009-10-17 15:51:00
Walk-Up		Supplies	Scratch paper		0-5 Minutes	Student	2009-10-17 15:53:00
Walk-Up	Technical Asst		How much to print?		0-5 Minutes	Student	2009-10-17 15:59:00
Walk-Up	Technical Asst		Log in help		0-5 Minutes	Student	2009-10-17 16:58:00
Walk-Up	Technical Asst		Public patron needing to use a computer.	Explained what we have. One-hour ones were full, so dir	0-5 Minutes	Community	2009-10-18 13:06:00
Walk-Up	Technical Asst		What password do I use to get onto the internet? (student)		0-5 Minutes	Student	2009-10-18 13:44:00

Walk-Up		In-library Location	Needed assistance locating book on shelf in BQ		0-5 Minutes	Student	2009-10-18 13:46:00
Walk-Up	Technical Asst		Print preview wouldn't work on public computer	Reported it to Brad, patron just printed it anyway	0-5 Minutes	Community	2009-10-18 14:14:00
Walk-Up	Technical Asst		Print job not appearing on list, already closed docu	Mentioned it might be at 2nd floor printer if they chang	0-5 Minutes	Community	2009-10-18 14:46:00
Walk-Up		In-library Location	Looking for tissues, referred to restroom		0-5 Minutes	Student	2009-10-20 18:37:00
Walk-Up	Technical Asst		Public patron on 1-hr terminal wanted to know if s	Referred her to student use computers, guest login. Exp	0-5 Minutes	Community	2009-10-20 18:39:00
Walk-Up	Technical Asst		Patron had trouble saving to CD.	Walk through process to save on CD but getting error m	0-5 Minutes	Community	2009-10-20 18:53:00
Walk-Up	Technical Asst		This says I can do these things to get a computer fc	Clarified and helped patron understand the meaning of i	0-5 Minutes	Community	2009-10-20 18:56:00
Walk-Up	Technical Asst		Error message when trying to print.	Error message said one possible cause was not enough r	0-5 Minutes	Student	2009-10-21 12:07:00
Email	Other		Patron needed to delete her hold for a book to be	Called patron to get lib card number. Cancelled hold in v	0-5 Minutes	Student	2009-10-21 12:13:00
Walk-Up	Technical Asst		When click print in word doc, nothing happens -- n	Moved to diff comps (3rd was a charm), restarted comp	5-15 Minutes	Student	2009-10-21 12:54:00
Walk-Up	Other		writing assistance (use of dashes vs. commas)		0-5 Minutes	Student	2009-10-21 12:56:00
Walk-Up		In-library Location	Location of copier		0-5 Minutes	Student	2009-10-21 13:14:00
Walk-Up	Books/Catalogs		Wants to read Beowulf for pleasure	Asked about preferences for edition: wants it "like the o	0-5 Minutes	Student	2009-10-21 13:25:00
Phone	Citations/Refworks		Patron working on his bibliography for speech wan	Tried to find the info in APA 6th ed. book but could not.	5-15 Minutes	Student	2009-10-21 13:19:00
Walk-Up		In-library Location	Where are is the 15 minute station?		0-5 Minutes	Student	2009-10-22 10:41:00
Email	Books/Catalogs		Follow-up email from patron wanting access to eb	Explained that she could physically go to the satellite car	0-5 Minutes	Student	2009-10-22 11:26:00
Walk-Up	Journals		Need help locating paper copies of two journals (h	Double checked system for ownership/location, located	5-15 Minutes	Student	2009-10-23 15:14:00
Walk-Up		Other	Circulation policy question: how can I check out a l	Public library card. Double checked that it was current. F	0-5 Minutes	Community	2009-10-23 16:08:00
Walk-Up	Technical Asst		Public patron needing to use computer but doesn't	Sent to Circ. to get log-in info, then helped him log in w	0-5 Minutes	Community	2009-10-25 12:39:00
Walk-Up	Other		Looking for books or other materials on St. Gallen	Really was interested in photos. Google search for some	0-5 Minutes	Community	2009-10-25 12:40:00
IM/Chat	Other		Professor Patience was helping tried to get a bette	Assured him that Patience is working dilligently to find t	0-5 Minutes	Faculty/Staff	2009-10-25 13:34:00
Walk-Up	Research		I need books on child obesity (actually needs any r	After clarifying her needs, started with catalog search fo	15-30 Minutes	Student	2009-10-25 14:15:00
Walk-Up	Technical Asst		Approached a confused looking patron near Pharo	Student did not have wolfcard and said she'd just print i	0-5 Minutes	Student	2009-10-25 14:32:00
Walk-Up	Books/Catalogs		Need to find books on irritable bowel syndrome, a	Nutrition focus, has some sources, needs some in book	15-15 Minutes	Student	2009-10-26 14:44:00
Walk-Up		Other	Where is the Loussac library? How do I get there from here?		0-5 Minutes	Student	2009-10-26 14:51:00
Walk-Up	Technical Asst		Help logging into wireless		0-5 Minutes	Student	2009-10-26 15:11:00
Walk-Up		Referral	USGS sent patron here to look at USGS annual repr	Referred him to an ARLIS librarian as his best starting po	0-5 Minutes	Student	2009-10-26 15:24:00
Walk-Up		In-library Location	Where are DVDs at here? Wants to browse.		0-5 Minutes	Student	2009-10-26 15:34:00
Walk-Up	Books/Catalogs		I'm looking for a DVD related to Buddhism or Hindi	Showed how to search catalog, how to truncate (buddh	0-5 Minutes	Student	2009-10-26 15:41:00
Walk-Up	Technical Asst		Print help	walk-through	0-5 Minutes	Student	2009-10-26 16:00:00
Phone		Referral	Needs to renew book	Txfr to circ.	0-5 Minutes	Student	2009-10-26 16:22:00
Walk-Up	Technical Asst		Public patron without library card (from out of tow	Explained 15 minute stations, able to get reciprocal card	0-5 Minutes	Community	2009-10-26 16:23:00

Walk-Up		Referral	Need to take audio tour	Circ. desk	0-5 Minutes	Student	2009-10-26 16:24:00
Walk-Up	Research		I'm doing a 10 minute speech on ethnic conflict in	Europa World Yearbook; Political Handbook of th World	15-30 Minutes	Student	2009-10-26 16:38:00
Walk-Up	Journals		Wanted to know location of a few journal titles	Looked them up, 2 on second floor, 2 we only have acce	0-5 Minutes	Student	2009-10-27 13:11:00
Phone	Brief Orientation		What do I need to do to check out (APU student) a	Explained process for obtaining account (Circ policies/pr	0-5 Minutes	Student	2009-10-27 13:35:00
Walk-Up		In-library Location	Where is this section (general collection D)?		0-5 Minutes	Student	2009-10-27 13:38:00
Walk-Up	Research		Needs brief company information for Pepsi and Co	Locate information in Hoover's, then assisted with copie	5-15 Minutes	Student	2009-10-27 14:00:00
Walk-Up	Databases		Patron needed to find what volume/issue some ar	She had found the articles "somewhere on your site" bu	0-5 Minutes	Student	2009-10-27 14:08:00
IM/Chat		Other	Wanted to know if we knew when scanner (bookeye) would be up and running again.		0-5 Minutes	Unknown	2009-10-27 14:12:00
Walk-Up	Technical Asst		Student wanted to know if he could use the one-h	Showed him how to log in.	0-5 Minutes	Student	2009-10-27 14:13:00
Walk-Up	Books/Catalogs		Looking for specific book title and doesn't know hc	Explained how to search OPAC, located item, ours was c	0-5 Minutes	Student	2009-10-27 14:23:00
Walk-Up	Technical Asst		Wasn't able to get thumb drive to register at comp	Suggested he use the USB drive on the comp itself, not r	0-5 Minutes	Student	2009-10-27 14:26:00
Walk-Up	Technical Asst		What do I need to print?	Wolfcard or copy card. Wanted to know how to get copy	0-5 Minutes	Student	2009-10-27 14:33:00
Walk-Up	Databases		I heard you can get into the Rosetta Stone here bu	Described waiting list and provided Susan Mitchell's car	0-5 Minutes	Student	2009-10-27 16:14:00
Walk-Up	Books/Catalogs		I need help finding this book (has call no.) but I als	Took her to call number, explaining library collections (r	0-5 Minutes	Student	2009-10-27 16:30:00
Walk-Up	Technical Asst		Public patron needs to print 2 pages	Used ref cards (one with .08 and another with .09 so as	10-15 Minutes	Community	2009-10-27 16:40:00
Walk-Up	Databases		Can I email this article to myself? (had pdf open, I r	After clarifying that she got to the pdf through ASP, wen	0-5 Minutes	Student	2009-10-27 16:43:00
Walk-Up	Technical Asst		How do I print single-sided?		0-5 Minutes	Student	2009-10-27 16:51:00
Walk-Up	Books/Catalogs		Need to locate two books -- one on reserve, one n	searched reserves for one title, and opac for the other	0-5 Minutes	Student	2009-10-27 16:56:00
Email	ILL		Patron asking if we can pull, scan and send a coupl	Explained ILL request process, referred to tutorials page	5-15 Minutes	Student	2009-10-29 10:25:00
Walk-Up	Research		Biol 116 student needing to write 2+ page paper o	Started with encyclopedias for overview - unable to loca	5-15 Minutes	Student	2009-10-29 10:44:00
Walk-Up	Technical Asst		print help		0-5 Minutes	Student	2009-10-29 10:49:00
Walk-Up	Journals		If I found articles that dont have the pdf attached,	Confirmed that he used "check article for full text" link a	0-5 Minutes	Student	2009-10-29 11:19:00
Walk-Up	Research		Needs two sources for brief paper looking at teen	Current issues reference book (explore to see if relevant	5-15 Minutes	Student	2009-10-29 11:44:00
Walk-Up	Research		Bogbean patron not finding explicit accounts of ha	Since no thorough descriptions appear to be available (v	0-5 Minutes	Student	2009-10-29 11:47:00
Walk-Up	Books/Catalogs		Looking for specific book.	Not in OPAC. Also not at title wave, barnes and noble, o	0-5 Minutes	Student	2009-10-29 12:00:00
Walk-Up	Research		An evolving question: 1. "Can you help me find thi	1. double check in the catalog, Homer owns, he needs it	15-30 Minutes	Student	2009-10-30 15:50:00
Walk-Up	Technical Asst		Print help		0-5 Minutes	Community	2009-10-30 16:01:00
Walk-Up	Technical Asst		Print help		0-5 Minutes	Student	2009-10-30 16:05:00
Walk-Up	Databases		Needs two articles: one on children of alcoholic far	Due to broad topic and patron's desire to just find some	5-15 Minutes	Student	2009-10-30 16:20:00
Walk-Up	Journals		Public patron with difficulties communicating her c	With a fair amount of patience and finessing, determine	30-60 Minutes	Community	2009-10-30 16:55:00
Walk-Up	Other		Brief writing help (word choice/phrasing)		0-5 Minutes	Student	2009-11-01 13:19:00
Walk-Up	Research		Returning student hit a roadblock on her research	Found "Country Study: Sudan" (1992) government docu	0-5 Minutes	Student	2009-11-01 14:00:00

Walk-Up	Research		Needs employment information/indicators/outlook State of AK website, labor dept, research and analysis page	5-15 Minutes	Student	2009-11-01 14:55:00
Walk-Up	Technical Asst		Where does this computer print to?	0-5 Minutes	Student	2009-11-02 14:03:00
Walk-Up	Technical Asst		Microfiche help: This won't go small enough for microfiche. Someone left the higher magnification lens in machine.	0-5 Minutes	Community	2009-11-02 14:10:00
Walk-Up	Technical Asst		Patron was getting error message when trying to access a student machine, IE and Firefox on each and	0-5 Minutes	Student	2009-11-02 14:20:00
Walk-Up	Books/Catalogs		I can't find this book on the shelf. Was looking in ref but was marked general collection in OPAC	0-5 Minutes	Student	2009-11-02 14:31:00
Walk-Up		Supplies	patron reported microfilm printer out of paper, sent circulation student to refill	0-5 Minutes	Student	2009-11-02 14:55:00
Walk-Up	Books/Catalogs		Patron wanting to browse books by author and about Shakespeare. Looked up to find general range of call numbers. Invited	0-5 Minutes	Student	2009-11-02 15:05:00
Walk-Up	Citations/Refworks		Wanted circulation copy of MLA handbook Checked out but invited her to use reference copy. Also	0-5 Minutes	Student	2009-11-02 15:15:00
Phone		Referral	Wanted to know who to contact to schedule instruction. Internet was down so unable to check. Once Judy wasn't	0-5 Minutes	Faculty/Staff	2009-11-02 15:42:00
Walk-Up	Technical Asst		Can't print from pdf (yep, more of these) notified brad	0-5 Minutes	Student	2009-11-02 15:38:00
Walk-Up	Technical Asst		Print walkthrough	0-5 Minutes	Student	2009-11-02 15:45:00
Walk-Up	Technical Asst		Print help - settings	0-5 Minutes	Student	2009-11-02 15:20:00
Walk-Up	Technical Asst		Youtube wouldn't load on one-hour station (took for a while) Was working on ref desk comps. Tried different browser	5-15 Minutes	Student	2009-11-02 15:25:00
Walk-Up	Technical Asst		log in help	0-5 Minutes	Student	2009-11-02 15:48:00
Walk-Up	Technical Asst		how to print single sided	0-5 Minutes	Student	2009-11-03 13:43:00
Walk-Up	Books/Catalogs		Do you have Al Gore's movie here? I need it for a student. Found "An Inconvenient Truth" in catalog, also found an	0-5 Minutes	Student	2009-11-03 14:03:00
IM/Chat	Research		Looking for online resources that will give information. Referred her to couple pages on AHFC site with wealth	0-5 Minutes	Student	2009-11-03 14:21:00
Walk-Up		In-library Location	need to know where this journal is shelved. HSIS journal, he already confirmed that we have it, so did	0-5 Minutes	Student	2009-11-03 16:05:00
Phone	Databases		Trying to access dbs from home, keeps prompting. After confirming she's a student, told her to use her email	0-5 Minutes	Student	2009-11-03 16:08:00
Walk-Up	Books/Catalogs		Looking for specific book, already tried at Loussac. Explained that we share a system but that it could look.	0-5 Minutes	Student	2009-11-03 16:20:00
Walk-Up	ILL		Had printouts of article citation from ebsco. Needs. Set up ILL account, showed how to enter ILL for article	0-5 Minutes	Student	2009-11-03 16:28:00
Phone	Books/Catalogs		Is this DVD available locally? Matsu has DVD, patron needs it tonight so getting it from	0-5 Minutes	Student	2009-11-03 16:46:00
Walk-Up	Books/Catalogs		Where do I look up books? Directed her to computer, asked if she wanted help. She	0-5 Minutes	Student	2009-11-03 16:47:00
Walk-Up	Databases		Needs 5 book reviews from scholarly journals for a book. Because of the book she chose to read (definitely popular)	5-15 Minutes	Student	2009-11-04 13:29:00
Walk-Up	Books/Catalogs		Looking for specific video, has title.	0-5 Minutes	Student	2009-11-04 14:18:00
Walk-Up	Technical Asst		print from thumb drive	0-5 Minutes	Student	2009-11-04 14:30:00
Walk-Up	Books/Catalogs		Patron presented me with an incomplete call number. # was given to him. Searched by title, but didn't come up	0-5 Minutes	Student	2009-11-04 14:46:00
Walk-Up	Journals		Do you have this journal: Historical Archaeology? ARLIS has the year he needs.	0-5 Minutes	Student	2009-11-04 14:59:00
Walk-Up	Technical Asst		I need to print this (holding thumb drive) walked through process	0-5 Minutes	Student	2009-11-05 10:02:00
Email	Research		Resources and background on Henry Forbes, who founded. Searched OPAC, WorldCat, Google Books, GoldRush, AD	30-60 Minutes	Student	2009-11-05 11:08:00
Walk-Up		Campus Location	Campus orientation, where to register, who do I ask about [advising issue].	0-5 Minutes	Student	2009-11-05 10:25:00
Walk-Up	Technical Asst		Wireless questions, how to print if public patron	0-5 Minutes	Community	2009-11-05 10:21:00

Phone	Other		Needs phone number for the "block cancer place in Chicago. He Googled block cancer Chicago. It came up. Then he told me the number. I called it. It was blocked. I tried it, also blocked. Found another 3 numbers, hoping one would work. He said he couldn't call it from his area. I tried it, also blocked. Found another 3 numbers, hoping one would work. He said he couldn't call it from his area. I tried it, also blocked. Found another 3 numbers, hoping one would work.	0-5 Minutes	Community	2009-11-05 11:20:00
Phone	Other		The number said he couldn't call it from his area. I tried it, also blocked. Found another 3 numbers, hoping one would work. He said he couldn't call it from his area. I tried it, also blocked. Found another 3 numbers, hoping one would work.	0-5 Minutes	Community	2009-11-05 11:24:00
Walk-Up	Databases		Need 5 articles related to bilingual kids doing better in school. ERIC, played around with search terms until we got a good article. ERIC, played around with search terms until we got a good article.	0-5 Minutes	Student	2009-11-05 12:06:00
Email	Other		Follow-up to question. Patron wanting to know if she could come in and see us in person if she could. Encouraged her to come in and see us in person if she could.	0-5 Minutes	Student	2009-11-08 12:05:00
Walk-Up	Databases		Needs to reverse look up some articles. She only had the title. Did the reverse look-ups, showed her the folder/email for the articles. Did the reverse look-ups, showed her the folder/email for the articles.	5-15 Minutes	Student	2009-11-08 12:32:00
Walk-Up	Technical Asst		Username/password help. Patron used the new portal to reset password. Username/password help. Patron used the new portal to reset password.	0-5 Minutes	Student	2009-11-08 13:26:00
Walk-Up		In-library Location	Where are these call numbers shelved? Patron asked where call numbers were shelved. Patron asked where call numbers were shelved.	0-5 Minutes	Student	2009-11-08 13:36:00
Walk-Up	Other		Where do I go online to look at the spring class schedule? Patron asked where to look at the spring class schedule. Patron asked where to look at the spring class schedule.	0-5 Minutes	Student	2009-11-08 13:48:00
Walk-Up	Technical Asst		Writing assistance: Can you look over my speech? I did. (I have previously told him that I can only give my opinion.) Writing assistance: Can you look over my speech? I did. (I have previously told him that I can only give my opinion.)	0-5 Minutes	Student	2009-11-08 13:52:00
Walk-Up	Technical Asst		Can't bring up UAA webpage. Patron corrected the address he was typing in. Can't bring up UAA webpage. Patron corrected the address he was typing in.	0-5 Minutes	Student	2009-11-08 13:58:00
Email	Research		Student wrote in asking for help finding materials. We spent about an hour trolling through catalog, databases, and other resources. Student wrote in asking for help finding materials. We spent about an hour trolling through catalog, databases, and other resources.	30-60 Minutes	Student	2009-11-08 14:25:00
Email	Research		Student attempting to argue that global warming is real. This was a very tricky thing to find info on! We thoroughly researched the topic. Student attempting to argue that global warming is real. This was a very tricky thing to find info on! We thoroughly researched the topic.	30-60 Minutes	Student	2009-11-08 14:17:00
Phone	Citations/Refworks		Direct export from EBSCO to Refworks is down. Now explained manual entry and manual export/import. Direct export from EBSCO to Refworks is down. Now explained manual entry and manual export/import.	0-5 Minutes	Student	2009-11-08 14:28:00
Walk-Up	Books/Catalogs		I need to browse a biographical dictionary. Pointed two sets out for her, offered further assistance. I need to browse a biographical dictionary. Pointed two sets out for her, offered further assistance.	0-5 Minutes	Student	2009-11-12 18:46:00
Walk-Up	Technical Asst		Tried to log in with public library card, unsuccessful. Sent her to circulation desk to reset pin. Tried to log in with public library card, unsuccessful. Sent her to circulation desk to reset pin.	0-5 Minutes	Community	2009-11-12 19:29:00
Walk-Up	Technical Asst		Asked me for a guest log in. Directed her to public station after determining she is a patron. Asked me for a guest log in. Directed her to public station after determining she is a patron.	0-5 Minutes	Community	2009-11-12 19:41:00
Walk-Up	Research		Need some books on domestic violence (10-15 pages). Issues and controversies ref item. Book search. Showed patron books. Need some books on domestic violence (10-15 pages). Issues and controversies ref item. Book search. Showed patron books.	15-30 Minutes	Student	2009-11-12 19:58:00
Walk-Up	Technical Asst		If I still had time left when I logged off (the public library). No, mentioned 15-minute stations. If I still had time left when I logged off (the public library). No, mentioned 15-minute stations.	0-5 Minutes	Community	2009-11-12 21:12:00
Walk-Up	Technical Asst		How to access article on microfilm. Patron asked how to access an article on microfilm. Patron asked how to access an article on microfilm.	5-15 Minutes	Student	2009-11-14 11:50:00
Walk-Up	Research		Need lengthy review of the movie Shoot the Piano Man. IMDB to find year (1960) and alternate titles, also discovered other resources. Need lengthy review of the movie Shoot the Piano Man. IMDB to find year (1960) and alternate titles, also discovered other resources.	5-15 Minutes	Student	2009-11-14 12:17:00
Walk-Up	Technical Asst		Trouble accessing document in database on guest. Not sure why it was stopping him, but entered ref login. Trouble accessing document in database on guest. Not sure why it was stopping him, but entered ref login.	0-5 Minutes	Community	2009-11-14 12:45:00
Walk-Up		Other	Wanted to know registration info for library research skills class. Patron wanted to know registration info for library research skills class. Patron wanted to know registration info for library research skills class.	0-5 Minutes	Student	2009-11-14 13:51:00
Walk-Up	Technical Asst		can't print pdf. Moved student to another station and re-logged computer. can't print pdf. Moved student to another station and re-logged computer.	0-5 Minutes	Student	2009-11-16 20:37:00
Walk-Up	Journals		I need to find this journal (has citation in hand). Walked patron to journals, explained organization, located journal. I need to find this journal (has citation in hand). Walked patron to journals, explained organization, located journal.	0-5 Minutes	Student	2009-11-17 13:23:00
Walk-Up		In-library Location	Where is the AK section? Gave her directions. (Patron had stack of books in her hands.) Where is the AK section? Gave her directions. (Patron had stack of books in her hands.)	0-5 Minutes	Student	2009-11-17 13:30:00
Walk-Up	Technical Asst		Do you have data analysis feature for Excel on the computer? Told patron we have just the standard features for Excel. Do you have data analysis feature for Excel on the computer? Told patron we have just the standard features for Excel.	0-5 Minutes	Student	2009-11-17 13:54:00
Walk-Up	Books/Catalogs		I submitted an ILL at the public library for this book. Searched catalog - not there. Searched WorldCat - not there. I submitted an ILL at the public library for this book. Searched catalog - not there. Searched WorldCat - not there.	0-5 Minutes	Community	2009-11-17 13:33:00
Walk-Up	Books/Catalogs		Patron handed me an Ask-a-Librarian email and said she needed help. Took him to the encyclopedia set and helped him find the book. Patron handed me an Ask-a-Librarian email and said she needed help. Took him to the encyclopedia set and helped him find the book.	0-5 Minutes	Student	2009-11-17 13:46:00
Walk-Up		Referral	I need this book, it's supposed to be available for 2 weeks. Referred him to circulation desk for Reserves (I recognized the book). I need this book, it's supposed to be available for 2 weeks. Referred him to circulation desk for Reserves (I recognized the book).	0-5 Minutes	Student	2009-11-17 14:02:00
Walk-Up		Supplies	Scissors. Patron asked for scissors. Patron asked for scissors.	0-5 Minutes	Student	2009-11-17 14:05:00
Walk-Up	Research		Research on Darfur genocide, specifically the causes. Book, encyclopedias, CQ researcher, articles. Finding books. Research on Darfur genocide, specifically the causes. Book, encyclopedias, CQ researcher, articles. Finding books.	15-30 Minutes	Student	2009-11-17 14:40:00
Walk-Up	Databases		Stats student needed random article with raw data. Helped patron identify a topic to search, explained Academic Search Premier. Stats student needed random article with raw data. Helped patron identify a topic to search, explained Academic Search Premier.	0-5 Minutes	Student	2009-11-18 18:35:00

Walk-Up	Databases		How do I actually see the article? (Patron was in A! Showed how to use the check library for full-text link to	0-5 Minutes	Student	2009-11-18 18:45:00
Walk-Up		In-library Location	Is there another exit so I don't have to walk all the way around the building?	0-5 Minutes	Community	2009-11-18 18:50:00
Walk-Up	Databases		Another stats student, same question (needed ran Helped patron identify a topic to search, explained Acad	5-15 Minutes	Student	2009-11-18 18:55:00
Walk-Up	Technical Asst		Printing: What username and password do I use. Anything! :)	0-5 Minutes	Student	2009-11-18 19:04:00
IM/Chat	Research		I need articles on gun control (needed to do paper After clarifying patron's need, mentioned that we had sc	15-30 Minutes	Student	2009-11-18 19:25:00
Walk-Up	Books/Catalogs		I need to find this (hands me paper scrap with call Couldn't read writing and he wasn't sure, so looked up b	0-5 Minutes	Community	2009-11-18 19:45:00
Walk-Up		In-library Location	Where can I scan this (reference book)? With bookeye down, referred him to DSS station scanne	0-5 Minutes	Student	2009-11-18 19:55:00
IM/Chat	Research		We need statistics for the restaurant industry (US). Started with Statistical abstract of the US. Had stats, so f	15-15 Minutes	Unknown	2009-11-18 20:00:00
Walk-Up	Research		research paper on same sex partner health benefit DLH started searching newspapers, journals, then passe	15-30 Minutes	Student	2009-11-19 12:09:00
Walk-Up	Technical Asst		computer frozen	0-5 Minutes	Student	2009-11-19 11:11:00
Walk-Up		In-library Location	restrooms	0-5 Minutes	Student	2009-11-21 11:00:00
Walk-Up	Books/Catalogs		Do you have something to search for books? Put him on a computer, showed him how to get to the c	0-5 Minutes	Student	2009-11-21 11:32:00
Email	Other		Follow up with patron looking for a booked marke Clarified the email sent by circ. saying it was discarded a	0-5 Minutes	Student	2009-11-21 11:33:00
Walk-Up		In-library Location	Where are these (holding list of call numbers)? Had some LAC fiche on there so explained the format. H	0-5 Minutes	Student	2009-11-21 11:45:00
Walk-Up	Books/Catalogs		I am doing a debate on universal healthcare and I r Started him with opposing viewpoints book and current	0-5 Minutes	Student	2009-11-21 11:50:00
Walk-Up	Technical Asst		Overheard student asking another student how to I intervened and let patron know he needed to make th	0-5 Minutes	Student	2009-11-21 12:06:00
Walk-Up	Technical Asst		Student reported printer out of paper -- it wasn't. He hadn't gone through entire print process.	0-5 Minutes	Student	2009-11-21 12:00:00
Walk-Up	Other		The sites are Google and Yahoo, right? (Wants to fi You mean for searching things online? (Yes). There are n	0-5 Minutes	Community	2009-11-21 12:10:00
Walk-Up	Other		This is playing really choppy, like the sound cuts ou Explained that he would have to pause it and let it load.	0-5 Minutes	Community	2009-11-21 12:23:00
Walk-Up	Technical Asst		Why is it saying 20 cents for 2 pages now? I thoug This job had double sided sheets.	0-5 Minutes	Student	2009-11-21 12:37:00
Walk-Up	Databases		Patron from earlier (universal health care) returne Gave him call number for current topics older edition. Tl	0-5 Minutes	Student	2009-11-21 12:57:00
Walk-Up	Technical Asst		Why can't I login? Referred to circ to reset pin.	0-5 Minutes	Community	2009-11-21 12:59:00