# Exercise #2

## Case Study 2 – Reference

**Directions: Working on your own, review the following case study:**

Peter is a reference librarian, assigned to the reference desk 20 hours per week. His library has maintained a high-quality print reference collection and provides access to a variety of electronic information resources, as well. Even so, reference statistics are down and continue to fall. Library users do not seem to be aware of the available databases. At the same time, public access computer problems and user requests for assistance with office software such as Word and Excel seem to be increasing. This is very frustrating for Peter because he is not comfortable answering software questions and staff from the library's Systems Group is not always available to help users directly. Nancy is a new librarian in the Reference Department. Like Peter, she is on desk for 20 hours per week. She also coordinates the library's "Hot Topics" blog. Recently Peter observed Nancy telling a library user who had asked for help answering a question that the user should start her research with Google. Peter stepped in and helped the user by performing a database search instead.

**Part A: Still working on your own, answer the following questions:**

1. Briefly, how would you define the various problems here?

2. Which problem do you think is the most important?

**Part B: Working with the other people at your table, discuss your answers to questions 1 and 2, above. Can you agree on what the most important problem is?**