
On Being a Volunteer as a Reference Administrator:

At the ipl2, our training focuses on quality service to our users and harmony among the community of ipl2 volunteers.

Reference Administrators (RAs) are responsible for the daily functioning of the *Ask an ipl2 Librarian* email reference service.

RAs oversee the flow of the question-answering service, ensuring the smooth operation of the process, and supporting LIS students as they claim and answer questions.

The ipl2 is hosted at The *iSchool* at Drexel, College of Information Science and Technology, with major support from Florida State University.



**Volunteering for the ipl2
as a
Reference Administrator**



To be a Reference Administrator you must:

- Review incoming questions according to established criteria. You may also provide guidance to student reference librarians.
- Log on at various times during your shift.
- Provide terrific customer service! Email reference sometimes requires educated guesswork and creative problem solving to meet patron needs. Quality service will retain our worldwide customers!
- Have a solid foundation in Web searching skills and evaluation of websites.

Have
a Question?

ASK an ipl2 LIBRARIAN

Reference Administrators are vital to the continuous function of the ipl2 virtual reference service.

They are role models and uphold a standard of excellence for the learning community of students.

As librarians of the ipl2, Reference Administrators serve the entire world!



For consideration as an ipl2 Reference Administrator, or if you have any questions, please contact:

**The ipl2 Administrative Team
at**

ipl@drexel.edu

As a Reference Administrator who has satisfactorily worked for the ipl2, you will receive the following:

- A certificate to add to your portfolio: "Reference Administrator for the ipl2", with start and end dates.
- A Letter of Reference for prospective employers (you must request this from the ipl2 Administrative Team – we will want to customize these for you).
- Practical real-world experience.

You may be eligible for additional credit! Contact your Library and Information Science instructor for Information regarding:

- Independent Study/Credit for time spent working on Reference Administration
- Field Study/Coursework Credit