
On Being a Volunteer for the ipl2:

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

Reference Volunteers are responsible for the daily functioning of the IPL's *Ask an ipl2 Librarian* email reference service. Along with LIS students, Reference Volunteers claim and answer questions from all over the world. A large percentage of the ipl2's questions come from youth and teens who need help with science fair projects, biographies, and research—similar to the services you provide through your public library's reference desk.

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
Digital Reference Librarian



To be a Reference Volunteer you must:

- Have answered questions for the ipl2 in a library and information science course OR be a librarian.
- Have a solid foundation in Web searching skills and evaluation of websites.
- 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!
- Provide guidance to student reference librarians, or lend your subject expertise when answering or helping others to answer reference questions.

Reference Volunteers are vital to the continuous function of the ipl2 digital Reference service.

They answer questions not answered by the learning community of students and help the ipl2 uphold its excellent standard of customer service.

As librarians of the ipl2, Reference Volunteers 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 Volunteer who has satisfactorily worked for the ipl2, you will receive the following:

- A certificate to add to your portfolio: "Reference Volunteer 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'll want to customize these for you).
- Practical real-world experience.
- Opportunities for advancement to higher level status as a Senior Volunteer or Reference Administrator.