

Instructions for Answerland Mentees

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Week 1: Introductions

During initial contact with your mentor, introduce yourself and let your mentor know your preferred method of communication. Set a schedule for checking in with your mentor each week.

Discuss the possibility of your mentor being available during your chat shifts. If this is not possible, consider scheduling a time outside of a regular shift when you are both available. You would log in to Answerland even though not on the official schedule and answer questions; the mentor would be available for consultation.

If it's helpful, you and your mentor can practice using QuestionPoint:

1. Person being "Librarian" will sign in to QuestionPoint and click *Launch Chat* from the left column under Quick Links. When the chat monitor opens, select *Monitor 'Practice Queue' Only* (box in the lower left).
2. Person being "Patron" will sign in to QuestionPoint on a different computer and click on *Chat Practice Patron Form* in the left column under Quick Links. The form opens in a separate window. Patron will fill out the form and submit. Be sure the *Practice* box is checked (top of form).
3. "Librarian" should see the Patron question and can practice chat.

Week 2: Before your first shift

Tell or send your mentor answers to the following questions:

- What are you most looking forward to in working with Answerland?
- What are you most apprehensive about?

Week 3: After your first shift

After your first shift, communicate the following to your mentor:

- Your most successful patron interaction
- Your least successful patron interaction

- Questions you have about the QuestionPoint software, communicating with patrons, finding reputable resources or anything else

Week 4-8: General check-in + resource sharing

Continue to communicate with your mentor once a week. Ask questions, review your transcripts, etc. Some other suggestions for using this time:

- Discuss the challenges and rewards of working with patrons of different ages.
- Review some of your mentor's past transcripts, both ones they are proud of and ones they wish they'd done differently.
- Review resources in the [For Librarians section](#) of the Answerland website.
- Review [award-winning transcripts](#) with your mentor.
- Try out a free resource from [LibrariesofOregon.org](#) and compare notes with your mentor.
- Work on a question in Shared Follow Up together.

Week 9: Wrap up

Communicate any last questions and concerns to your mentor. Email [a member of the Quality Team](#) to let them know you are wrapping up.

Your formal mentoring commitment ends now, but you and your mentor are encouraged to stay in touch as much or as little as works for you both.

Tips for mentees:

- Let your mentor know what kind of feedback works best for you.
- Ask for the help you need.

How to get help:

If you have any questions or concerns, please don't hesitate to [contact a member of the Answerland Quality Team](#); Tamara Ottum, Answerland Coordinator (tamara.ottum@state.or.us); or Erich Pepler, State Library Volunteer Coordinator (erich.pepler@state.or.us).