Mary Jane Smith, Reference/Instruction Archivist/Librarian
Pine State University

Demographics
Mid-career
Master’s in Library and Information Science earned in the mid-1990s
Has worked at Pine State for ten years

Quote
“Everything should be in one place”

Technology Comfort
Very high: 20+ years online, database skills, old and new style technology.

Needs
Serve a broad range of students that includes traditional- and non-traditional age,
first-generation, and international students
Support courses in the humanities, sciences, business, education, and law
Reference in person and at a distance
Widely varying levels of detail in search
Teach students and faculty how to use systems and become self-sufficient
Both known item and broad subject searches

Constraints
Time: Very constrained
Money: Moderately constrained
Expertise: Very high

Scenarios
❖ I’m teaching a class tomorrow, History 300, and need to show students efficient ways to access primary sources without going to a dozen different sources. I’m not finding your digital collections in Primo. Why aren’t they there?
❖ An education professor has asked me to co-teach
❖ I have a class of law students studying property issues in the rural West. What materials in the archives would support their work?
❖ I’ve got a patron looking for historic maps that would help resolve a property boundary dispute between her tribe and the Park Service. Where do I start?