

## Staff Materials: Messages worth Canning

- **Busy**, e.g.: I am currently helping someone else with a question. You are welcome to wait, but if you'd prefer, try us again in a few minutes. Thanks for your patience.
- **Wrap-up**, e.g.: Does this answer your question? Is there anything else I can help with?
- **Phone, for more help**, e.g.: If you'd like, we can do a step-by-step over the phone.
- **Referrals**, e.g.: If you'd like more in-depth help from our I.T. Help Desk, feel free to MSN them at xxx or visit them on the 2nd floor of the library.
- **Finding articles**: Here's a great search engine for \*. Search it using these keywords \*. When you find a good article, click the Get it! button to see if we have it (online or in the library).
- **Frequently used URLs**
- **Questions about your catalogue**, e.g.: how to renew a book, how to place a hold, how to access reserve materials, etc.
- **Library info**, e.g.: hours, locations
- **Campus/community info**, e.g.: hours, locations, etc.