Concierge Decision Tree

**Question Types**

- **Directional**
  - Is it actually a Directional question?
    - Yes: Provide an answer.
    - No: Refer to RHD, on-call librarian or AskAway.*
  - The Question “Where do you keep your commentaries?” may be hiding a more complex question.
  - How do I cite this?
    - Yes: Develops into a research question?
      - Yes: Refer to RHD, on-call librarian or AskAway.*
      - No: Provide an answer.
    - No: Refer to RHD, on-call librarian or AskAway.*

- **Ready Reference**
  - Is it a research question?
    - No: Refer to RHD, on-call librarian or AskAway.*
  - Refer to: — a Circ colleague? — RHD? — IT?
    - Yes: Record it to report to IT/printing staff.
    - No: Should we be able to answer it? Make a note for possible training.

- **Research**
  - Is it a research question?
    - Yes: Refer to RHD, on-call librarian or AskAway.*
    - No: Refer to RHD, on-call librarian or AskAway.*

- **IT/Printing**
  - Is it a question you can answer?
    - Yes: Provide an answer.
    - No: Is it a new problem?
      - Yes: Refer to: — a Circ colleague? — RHD? — IT?
        - Yes: Record it to report to IT/printing staff.
        - No: Should we be able to answer it? Make a note for possible training.

*AskAway is an online chat service staffed by librarians from all BC academic libraries.*