

You've heard in all the previous modules that you can bring your research questions to a Librarian if you need some help. But what sort of help exactly? What do Librarians do at the Library anyway? What specific things can they help students with? And is there anything they can't help with? These are all excellent questions – especially since the answers will save you time and frustration.

Librarians do a lot of different things at UBC Library – from cataloguing, purchasing, programming and copyright work, to teaching research skills and helping students like you at a research help desk. At Koerner Library the research help desk is down the entryway stairs on floor 2 – If you're not sure where the research help desk is at another branch you can always ask the friendly folks at the circulation desk.

Most of the librarians that you'll meet for research help are subject librarians – with in-depth knowledge of one or more of the subjects taught at UBC. They buy the books and eResources for those subjects and help students; faculty and staff find the materials they need for their work and studies. They're also familiar with the search options for other disciplines – so even if they aren't *experts* in your area they can still help you get started with your research. Some of the ways they can do this are: by helping you refine your topic, showing you alternate search strategies and keywords, and explaining how to mine your results lists for research gold.

As helpful as they are, though, Librarians can't do everything for you – think of them as guides, showing you where to look, how to search and when to revise your search strategies. Once you get the hang of the basics you'll be better able to handle next term's challenges, saving you time and stress.

Things like proofreading your paper or formatting your citations are types of work that your instructor expects you to do for yourself. Fortunately you're not on your own if you get stuck and need some helpful direction. UBC has writing support, tutoring and academic coaching services available to you through the Writing Centre and the Chapman Learning Commons. The folks there can't proof-read or format your work either, but they can help you gain the skills you need to do all that with confidence.

So, how can you contact one of these expert helpers? Click the Ask an Expert link on the Library homepage to call, phone, email or chat online with a librarian. You can also drop into a library branch and chat with someone in person – click Hours and Locations to find the *reference* hours for your branch. Finally, you'll find detailed information about UBC's other academic support services by clicking the Tutoring and Studying link at the top of the Chapman learning centre website.