Mining the Knowledge Base: Wiki Technology and Constructivist Learning and in a Reference Services Training Program

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Conclusions

The Reference Services Training proved useful and relevant. The staff have higher rates of confidence in searching databases, identifying relevant resources, and exhibiting behaviors based on best professional practice. The Sciences Librarian and paraprofessional staff look forward to augmenting the training, updating the Wiki for future HSB staff, and possibly applying this training format for other purposes.