Waiting for Clients

On some Helpline shifts we have few enquiries from clients and little work left in the unresolved bin.

On these days you can still be productive and improve your knowledge to be ready for busier times.

1. Review the Helpline Logbook binder to review questions that have come in recently, and the responses given, including the sent emails. *We often see the same question subject come up so being aware of recent enquiries can help enormously.*

2. Helpline Happenings are written each month to inform on an upcoming topic. *Being familiar with these subjects is a great way to prepare for Helpline questions.* The Helpline Happenings can be found on a ring hanging on the office bulletin board in the main Helpline area, or on the MGofMC website in the Members Only section under the Helpline tab, and in the Helpline Happenings folder on the computer desktop.

3. Helpline Hints are there to guide you through all common aspects of a Helpline shift. *Familiarizing yourself with the steps on each of the Helpline Hints can help you learn the procedures for Helpline.* They can be found on a ring to the left of the computers or by the phone, on the MGofMC website in the Members Only section under the Helpline tab, and in the Helpline Hints folder on the computer desktop.

4. Familiarize yourself with NJ insects. The bug boxes are a great resource to do this. There is a binder behind the boxes that details exactly where each bug was found. Looking at insects under the stereoscope can be eye-opening. We have a huge selection of samples in/on the drawers by the stereoscope. Challenge yourself to ID them without looking at the label.

5. Bring something from your yard. We all have problems that we forget about in our own backyard. Bring one with you to research during quiet times. Don’t forget to record your problem on a Helpline Form.

6. Explore the Electronic Rolodex, accessed from an icon on the computer desktop or from the MGofMC.org website in the Members Only section. If you don't find a topic on there, you can tell IRC (Information Resources Committee) using the IRC Online Feedback form.

7. Explore www.jerseyyards.org and/or the wealth of information on the Native Plant Society of NJ website www.npsnj.org. As we encourage responsible gardening, including natives in the home landscape can be a good place to start. Both sites have many resources to encourage elimination of invasive species and encourage native replacements.