



Help Line Training Guide – Internet Resources – Module 1

When anybody calls or emails the Master Gardener Help Line, the MG volunteer performing this task should follow a relatively standardize procedure. In other words, you should follow a series of steps to find answers. The first step is to start with the MG WEB. Why? In most cases, callers will have access to the web and this is an opportunity to introduce them to this valuable resource. Most of the answers will be found under **Internet Resources** and you can show them how. Equally important, Master Gardeners will be giving consistent advice from a UC resource.



Figure 1: MG WEB Home Page

LIVE CALLS

When you are answering live calls on the phone, establishing a personal connection is important. It is important to be a critical listener. Callers are often prone to ramble a bit, which is why they call. Your job is to engage the caller and methodically identify the “real question” that needs to be answered. Only after you understand the question can you find the right answer.

Riverside County Master Gardener Web Site (MG WEB)

By having the MG WEB already open on the PC Desktop, you can begin to find answers with just a point and click.

What does the caller want to know? Is it a bug they never saw before? Is it an infestation? There’s no telling what the question will be, but a gardener’s sense of empathy and confidence that you can help is what makes for a great Help Line Volunteer.



Figure 2: MG WEB Internet Resources Page

Once you understand the concerns of the caller, you can follow a methodical process using the University of California resources at your rapid disposal.

INTERNET RESOURCES

The first internet resource you should consult is the **California Garden Web**, because it is organized along the same thought process as is taught in our Master Gardener Training.



The California Garden Web

Another benefit of starting the process on the [California Garden Web](#) is that you can see the most recent information produced by the University of California. Every time you work the Help Line is a learning experience for both you and the caller. The left-side Menu Bar will be your guide.

The links are listed alphabetically. As part of the Help Line Training, you are expected to visit all links to familiarize yourself with the information available to you and the general public. None of us is ever going to memorize it all, but knowing where to look will help speed the process when you have a caller on the line.

Whether you are a Trainee or a Veteran, down time in the office should not be wasted with personal conversations. Rather, use this time to discover new things. Use the comment box to record things that jump out at you.

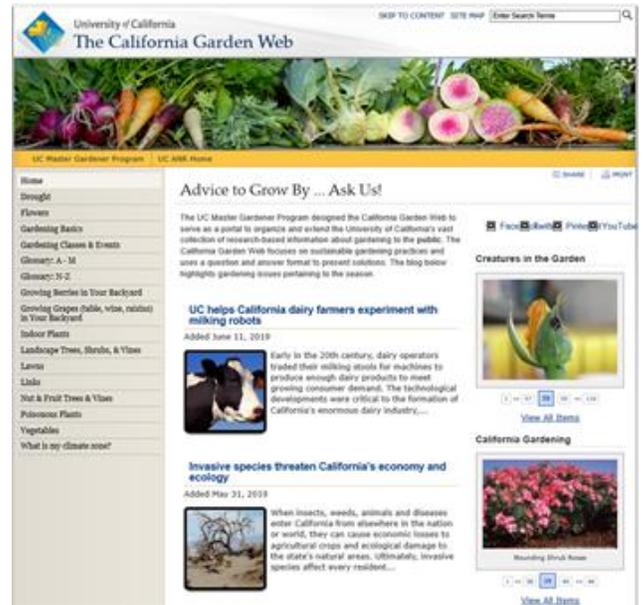


Figure 3: The California Garden Web Home Page

UC Master Gardener Program		UC
Home		
Drought		
Flowers		
Gardening Basics		
Gardening Classes & Events		
Glossary: A - M		
Glossary: N-Z		
Growing Berries in Your Backyard		
Growing Grapes (table, wine, raisins) in Your Backyard		
Indoor Plants		
Landscape Trees, Shrubs, & Vines		
Lawns		
Links		
Nut & Fruit Trees & Vines		
Poisonous Plants		
Vegetables		
What is my climate zone?		

Training Notes & Observations

Example Search - Avocado

You can expect to field questions about avocados at some point in your Master Gardener experience. When you are working the Help Line, you are but a few clicks away from the answers.

From the [California Garden Web Home Page](#), click the link for **Nut & Fruit Trees & Vines**. This will take you to the [California Backyard Orchard, Fruits & Nuts](#) page. From here, you can click on the link for [Avocados](#).

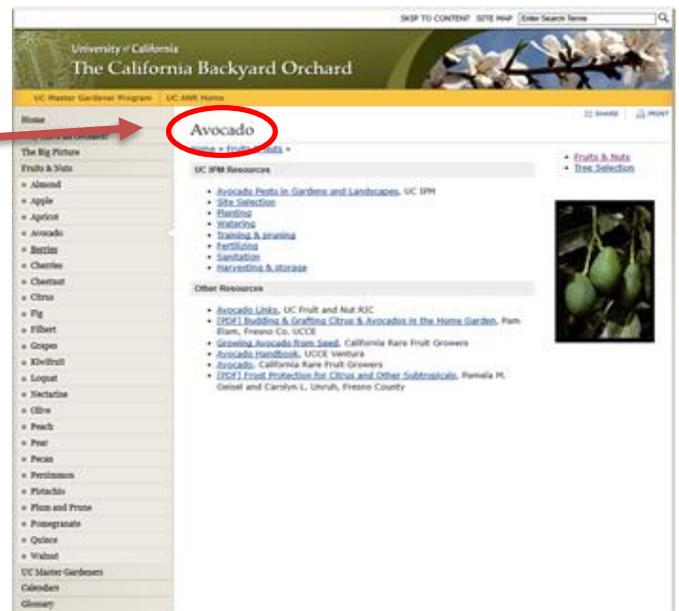


Figure 4: California Backyard Orchard - Fruits & Nuts

Figure 5: California Backyard Orchard - Avocado Page

Riverside County is *Avocado Country*, at least in some parts. The MG Trainee should click on each link to see what information is available. It bears repeating, that these web resources are available to the general public. You can consider it part of the Help Line job to teach the callers how to find them.

Avocado

[Home](#) » [Fruits & Nuts](#) »

SHARE | PRINT

UC IPM Resources

- [Avocado Pests in Gardens and Landscapes](#), UC IPM
- [Site Selection](#)
- [Planting](#)
- [Watering](#)
- [Training & pruning](#)
- [Fertilizing](#)
- [Sanitation](#)
- [Harvesting & storage](#)

Other Resources

- [Avocado Links](#), UC Fruit and Nut RIC
- [\[PDF\] Budding & Grafting Citrus & Avocados in the Home Garden](#), Pam Elam, Fresno Co. UCCE
- [Growing Avocado from Seed](#), California Rare Fruit Growers
- [Avocado Handbook](#), UCCE Ventura
- [Avocado](#), California Rare Fruit Growers
- [\[PDF\] Frost Protection for Citrus and Other Subtropicals](#), Pamela M. Geisel and Carolyn L. Unruh, Fresno County

[Fruits & Nuts](#)

[Tree Selection](#)



Training Notes & Observations

Figure 6: California Backyard Orchard - Avocado Links

Example Search – Avocado (Continued)

There are even more sources of information that will be helpful to you. It is a good idea to check for other sources of needed information. Continue your search for Avocado information by returning to the **MG WEB – Internet Resources** page.

- Scroll down to the section titled **Other University of California Web Resources**.
- Click on the link [Avocado Information](#)

Other University of California Web Resources

The following Internet sites are all part of the UC System and are maintained by several different campus departments. You will find authoritative information from UC Riverside, UC Davis and UC Santa Cruz.

[Asian Citrus Psyllid](#)

[Avocado Information](#)

[Beneficial Insects Poster](#)

[California Agriculture](#)

[California Center for Urban Horticulture](#)

General Information Contains a variety of information on avocados including type of fruit, growing conditions, as well as an "ANSWERS to QUESTIONS" section for the backyard grower.

Avocado Varieties Want to know about various types of avocados? Want to look through a database of almost 1,000 avocado variety names? Want information on species related to avocados? This is the place.

Flowering The avocado flower is rather unique. Learn how it is unique and its effect on pollination. Watch a flowering video.

Irrigation Irrigation information.

Phenology This has to do with the timing of plant growth and flowering.

Rootstocks Rootstock information

Other Links Useful links to other web sites.

UC Riverside has its own Avocado web site. Both MG Trainees and MG Veterans should be familiar with the volumes of great information at your finger tips (or mouse clicks).

Variety List

#86
J22
L392
Y-13
ANAHEIM
ARDETH
AVIS
BACON
BALBOA
BEEBE
BELS
BONITA
CARLSBAD
CLIFTON
COLIN VM
DDL7
DICKY
DICKINSON
EBANOL
ESTHER
ETTINGER
FRAZER
FUERTE
GANTER

Zutano

Parentage: Mexican
Peels: Not easily
Seed Size: Medium
Skin Texture: Smooth
Blossom Type: B
Fruit Shape: Obovate
Skin Color Unripe: Green
Skin Color Ripe: Green
Skin Thickness: Thin
Average Fruit Weight oz: 11 to 14
***oRatio Seed/Skin/Flesh:** 26:7:67

Additional Information:

Originated in Fallbrook, California, by W.L. Ruit. Introduced in 1941 from a selection made in 1926. Ripens in Oct. to Dec. in San Gabriel Valley, Ca.; and Jan. to Feb. in Ventura County, Ca. Tree; consistent producer; more hardy than Fuerte. Commercial variety.

Training Notes & Observations

Example Search – Avocado (Continued)

Return again to the **MG WEB – Internet Resources** page. Scroll down to the Non-UC Internet Resources

- Click **Tree Selection Guide**

Non-UC Internet Resources

The inclusion of external links does not constitute endorsement by the University of California of external sites or the information or services contained therein, nor is criticism implied of similar sites that are not mentioned. UCCE does not exercise any editorial control over the information found at external locations, and does not guarantee their accuracy or reliability.

[TreePeople](#)

[Tree Selection Guide](#)

[Trees Are Good \(International Society of Arboriculture\)](#)

Urban Forest Ecosystems Institute

Search by Name

SelecTree: A Tree Selection Guide

Search Trees by Characteristics

Search Help

About SelecTree

Right Tree Right Place

Utility Precautions

Search for trees avocado Search

- Tree Characteristics
- Search Help

God writes the gospel stars.

– Martin Luther

- Persea americana 'Reed'
REED AVOCADO
- Persea americana 'Fuerte'
FUERTE AVOCADO
- Persea americana 'Hass'
HASS AVOCADO
- Persea americana 'Mexicola'
MEXICOLA AVOCADO
- Persea americana 'Pinkerton'

Training Notes

SelecTree: A Tree Selection Guide

Search for trees Persea americana 'Ha: Search

1 tree found.

[Persea americana 'Hass'](#)

HASS AVOCADO
Resistant to oak root fungus. Needs good drainage. Cross pollination increases...

Urban Forest Ecosystems Institute

Skip to content

Search by Name

SelecTree: Tree Detail

HASS AVOCADO

Persea americana 'Hass'

Persea americana 'Hass' - leaves-3 - C. Stubler and J. Reimer

Photo Locations: LA County Arboretum - Arcadia, CA and Chino Water Basin - Chino, CA

See all Persea.

General Notes
Resistant to oak root fungus. Needs good drainage. Cross

Tree Site Conditions & Constraints
Sunset Zones 16 - 17 and 19 - 24.

This concludes Training Module 1.

Highlights

- The Riverside County Master Gardener Web Site (MG WEB) is where research begins.
- Encouraging and educating the general public about the MG WEB is part of the job.
- Example Search – Avocados
 - California Garden Web (UC)
 - California Backyard Orchard (UC)
 - Avocado Information (UCR)
 - Tree Selection Guide (Urban Forest Ecosystems Institute)

Learning Objectives

- Understand the role of the Help Line Volunteer (HLV)
- Understand how Riverside County Master Gardener Web Site (MG WEB) works.
- Learn how to use the Internet Resources to research caller questions.