

REFERENCE INTERVIEW CHECKLIST OR THINGS TO REMEMBER

Relax: "They" will take their cues from you.

Look at clients before they approach the desk or you. Smile, smile, smile. Nod, nod, nod.

If a client wishes to engage your assistance, immediately put aside what you are reading or writing, turn monitor slightly away, or indicate in some other manner that the client is your focus.

Maintain eye contact (if culturally appropriate). Be at eye level with the client. Stand or sit as needed.

Use a modulated voice. Privacy and a reasonable business atmosphere require this. They will take their cue from you.

Engage in active listening throughout the interaction. Concentrate on what the person is saying, feeling, projecting.

Do not make assumptions based on age, clothing, gender, etc. Everyone is important.

Ask open-ended questions so that the person is free to share information with you.

Admit your ignorance of the subject and ask for clarification. Do not waste their time or yours. If you need assistance from another staff member, get it.

Restate the client's request or question to check that you understand it correctly.

Ask the person where she/he learned about the topic or subject when appropriate.

Explain what you do and why. Don't leave the person wondering what you are doing.

Do not just walk away from the patron.

Use inclusive language, i.e. *let's see what we can find, we'll try to solve this difficulty together, let's just look...*

Check back later with the person if appropriate. *Did you get all that you needed? Did you find enough information? Is there anything else I can help you find today?*

What else do you want on your checklist? _____