

Practice Reference Interview Self Eval & Rubric

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For this week's class, you prepared by developing 3 reference questions. Your questions should not be so specific that they are able to determine the source for the answer right away.

Tonight, you'll be role-playing a reference interview. Each person will take turns as the "Reference Librarian" and each member of your group will play the part of the patron at least once. You should have interaction and go through the reference interview asking clarifying questions. Discuss as a whole group the interaction afterwards. What was done right? What was done wrong? What could be done differently?

Reference Librarian: Describe what you are doing (i.e. I'm sitting at my desk reading Reference and User Services Quarterly. I am glancing up occasionally looking for people who might approach the desk. I smile when approached.). Once they've asked their question. Respond accordingly (clarifying questions, open-ended, closed-ended, etc.). Tell them where you would look for the answer.

Mark the rubric in Yellow:

	Needs Improvement	Satisfactory	Exceptional
Establish Rapport	Insufficient detail and/or greeting.	Sufficient detail and greeting.	Detailed description of their non-verbal communication and setting; appropriate greeting.
Negotiate Question	Asks mostly closed-ended questions or fails to ask sufficient questions; or does not restate the question for clarification purposes.	Asks some open-ended questions and closed-ended questions; restates question for clarification.	Asks appropriate and sufficient open-ended questions and closed-ended questions; restates question for clarification
Develop Search Strategy & Communicate To User	Does not sufficiently communicate where they will look and why to the user. Or develops inappropriate strategy based on user feedback.	Sufficiently communicates where they will look and why to the user.	Communicates in detail where they will look and why to the user based on user comments.
Locate Information & Evaluate It (this is only if possible using USM's encyclopedia's in Credo and WorldCat or LC)	Does not find the answer or uses an unreliable source.	Finds the answer from a reliable source and communicates it to the user.	Finds the answer from a reliable source and communicates it to the user.
Follow-up & Closing	Does not follow-up.	Provides sufficient follow-up.	Provides excellent follow-up and encourages user to ask additional questions.

Student Self-Evaluation

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The questions I prepared for class *and the answers* found by me *with citations* were (highlight the question you asked during the activity):

Question 1: Under the category, “Education and Educational Research,” what are the top three journals with the highest impact factor?

- **Answer:**

As of 2023, the first journal with the highest impact factor is: “Educational Psychologist.” As of 2023, the second journal with the highest highest impact factor is: “Educational Research Review.” As of 2023, the third journal with the highest impact factor is: “Computers & Education.”

- **Citation:**

Clarivate (2024, June 20). *EDUCATIONAL PSYCHOLOGIST*. Journal Citations Reports Database. Retrieved September 7, 2024, from <https://jcr-clarivate-com.lynx.lib.usm.edu/jcr-jp/journal-profile?journal=EDUC%20PSYCHOL-US&year=2023&fromPage=%2Fjcr%2Fbrowse-journals>

Clarivate (2024, June 20). *Educational Research Review*. Journal Citations Reports Database. Retrieved September 7, 2024, from <https://jcr-clarivate-com.lynx.lib.usm.edu/jcr-jp/journal-profile?journal=EDUC%20RES%20REV-NETH&year=2023&fromPage=%2Fjcr%2Fbrowse-journals>

Clarivate (2024, June 20). *COMPUTERS & EDUCATION*. Journal Citations Reports Database. Retrieved September 7, 2024, from <https://jcr-clarivate-com.lynx.lib.usm.edu/jcr-jp/journal-profile?journal=COMPUT%20EDUC&year=2023&fromPage=%2Fjcr%2Fbrowse-journals>

Question 2: What areas did Grizzly Bears once roam, and where can they be found today?

- **Answer:**

“Once widespread in the western half of North America, from the Arctic Circle to central Mexico, habitat destruction and hunters nearly exterminated the grizzly. Classified as threatened under the U.S. Endangered Species Act, small groups can be found in protected regions of Alaska, W Canada, and the U.S. Rocky Mts (The Columbia Encyclopedia, 2018).”

- **Citation:**

Grizzly bear. (2018). In P. Lagasse & Columbia University, *The Columbia Encyclopedia* (8th ed.). Columbia University Press. <https://search.credoreference.com/articles/Qm9va0FydGljbGU6NjE4ODc4?aid=99082>

Question 3: Where and by whom is the following quote stated from: “We have come to this hallowed spot to remind America of the fierce urgency of now.”

- **Answer:** #28: Dr. Martin Luther King Jr. 1963 Speech at the Lincoln Memorial, 28 Aug, during the March on Washington. It’s from the Chambers Dictionary of Great Quotations.

Citation: Chambers (Ed.). (2015). King, Martin Luther Jr 1929-68. In Chambers Dictionary of Great Quotations (3rd ed.). Chambers Harrap. <https://search.credoreference.com/articles/Qm9va0FydGlibGU6Mzk1NTc3Ng==?aid=99082>

Mark the rubric above using the highlighting feature to evaluate how you did overall when playing the role of reference librarian. Did you find the answer? Was it easy? Hard? Natural? Do you think this will be a part of your job you appreciate doing, why or why not? (About 100-150 words). How did you do when playing the role of the library user (about 50-100 words)? How did your group do in providing feedback (about 50-100 words)?

Before I actually began the interview, I was very nervous of the unknown. I went first as the Reference Librarian, and I was able to immediately jump into character as if I was in my natural element. My partner's question dealt with biographical information about Maya Angelou. I asked him several clarifying questions to gain a deeper understanding of his question and analyze it from multiple angles. Questions that I asked included, but are not limited to the following: "Are there any limitations to the sources that you are allowed to use such as an Encyclopedia, Almanac, Dictionary, so on and so forth? Is it for a research project, and/or are there any specific citation requirements needed for your assignment?" Are you searching for any additional facts about her accomplishments, or just information about her earlier years of life? I asked these questions, because although his question may at first seem simple and surface level, it could have been much more complex than that depending on the instructions that he was given for his assignment. I wanted to make sure that he was able to fully get the information that he needed or at least an understanding of how to acquire it for himself in the future. While I searched for the answer, I was keeping him engaged with what I was doing, as well as asking him about his own findings and research on her. I searched through the Academic Search Premier database first, and quickly realized that I was not going to find the information that he needed in a timely manner by using it. Then, I swiftly switched over to using the Credo Reference database which is where I found the answer rather quickly. Doing the Reference Research Hunts before this assignment was quite helpful by the way. Afterwards, I shared my screen and walked him through each step of how I found the answer to his question. I also helped him identify ways to know that he is using a credible source, as well as the correct citation format. I also enjoyed playing the role of the patron, and asking him about Grizzly

Bears and their habitats. It was a nice way to view different perspectives to only realize that both are one in the same. We all have been on both sides of this experience or one similar to it. It makes you realize how communication can be very effective when it is practiced positively, and applied thoughtfully to the profession. My partner, Parrish Bush did very well in providing me with feedback from my Reference Mock Interview, as did I, with him. We finished both sides of each role before the scheduled time ended, and used that time to reflect on our experience. We discussed ways that we could easily get to the answers of our patrons more efficiently, as well as other useful techniques to keep them active participants in the entire process. This way, it is not just a one sided experience, but more so of a bi-directional experience in a positive light. In my honest opinion, we both did amazing during this first Reference Interview. We were also aware that it may not always be like this experience, and that is why it is best to stay on top of things and give it our best effort. Also, I believe that this will be a part of my job that I will definitely appreciate doing, because it felt really good to know that I helped someone along with their conquest for knowledge in a way that was appropriately fitting for them and their needs. I also was given the opportunity to enjoy doing one of the things that I love most which is to research. There are never enough things that you can learn to help you evolve as a person. This experience was very reassuring and rewarding. It honestly solidified my stance in knowing that I did right in pursuing my true passion which is “Librarianship.” I look forward to the next one!

Additional Comments: N/A