

Reference Interview Resources

A 21-slide PowerPoint by Peter Rudrud L.E. Phillips Memorial Public Library December 9, 2015.

<https://www.iflsweb.org/sites/default/files/Reference%20Interview.pdf>

University of Illinois on the Reference Interview (outline) by Robert Slater, 8/12/2011 (Adapted from The Reference Interview as a Creative Art, by Elaine and Edward Jennerich (Littleton, Colo.: Libraries Unlimited, 1987).

http://www.library.illinois.edu/training/resources/graduate_assistants/trainingmanual/refinterview.html

Conducting the Reference Interview: A How-To-Do-It Manual for Librarians® Second Edition by Catherine Sheldrick Ross, Kirsti Nilsen and Marie Radford. The following link gives a detailed look at the contents.

http://www.alastore.ala.org/pdf/CTRI_2d.pdf

RUSA Guidelines for Behavioral Performance and Information Service Providers.

<http://www.ala.org/Template.cfm?Section=Home&template=/ContentManagement/ContentDisplay.cfm&ContentID=26937>

Reference Interview 101: Slideshare with a couple of YouTube videos showing interactions to evaluate. Published 2011 by Bradley Shipps, Librarian at Outagamie Waupaca Library System.

<http://www.slideshare.net/bcshipps/reference-interview-101>

RUSA's Guidelines by Topic, including a "new definition for reference" (as of 2008).

<http://www.ala.org/rusa/guidelines/guidelines-by-topic>

Professional Competencies for Reference and User Services Librarians (currently being updated-2016).

<http://www.ala.org/rusa/resources/guidelines/professional>

University of Wisconsin/River Falls – Reference Interview Training LibGuide with sections for each element of question-answering (last update – July 2015).

<http://uwrf.v1.libguides.com/content.php?pid=112667&sid=848605>

The Reference Interview Today: Negotiating and Answering Questions Face to Face, on the Phone and Virtually, by Dave Harmeyer (Rowman and Littlefield, 2014). Available on DLC catalog.

Nebraska Library Commission "Reference Interview" guidelines:

<https://nlc.nebraska.gov/ref/STAR/interview.aspx>

Books

- *Conducting the Reference Interview* (2nd Ed). Catherine Sheldrick Ross, Kirsti Nilsen and Marie Radford. Neal-Shuman, 2009. (Delaware Library Catalog.) Comprehensive and detailed. Covers reasons why the reference interview is essential, setting the stage for a reference interview, finding what patrons really want to know, considerations for working with different patron types, and step-by-step guides with exercises for practice.
- *Reinventing reference : how libraries deliver value in the age of Google*. Katie Elson Anderson and Vibiana Bowman Cvetkovic. ALA, 2015. Topics include considerations for where library reference services may be headed now that everyone uses Google and a look at the professionalism and ethics especially when balancing privacy with access. Offers historical and cultural contexts, as well as practical solutions for new paradigms of reference service for all users.

LibGuide example

- <http://resources.library.lemoyne.edu/access-service-student-assistant-guide/reference-interview>

Ranganathan Revisited

- <http://www.oclc.org/content/dam/research/publications/library/2014/oclcresearch-reordering-ranganathan-2014.pdf>
- (At 2016 MLA/DLA State Conference I discussed Ranganathan considerations. We can look at how this affects today's libraries.)