

Reference Librarian Rating Form

*1. Please indicate your class standing.

- Freshman
- Sophomore
- Junior
- Senior
- Graduate
- Faculty

*2. Was the person you 'shopped' a Reference Librarian or a Peer Reference Counselor (PRC)?

- Reference Librarian
- Peer Reference Librarian (PRC)

*3. What time and date did you 'shop'?

*4. Who was the person you 'shopped'?

- | | |
|---|---|
| <input type="radio"/> Kupaji Heath | <input type="radio"/> Jeff Gallant |
| <input type="radio"/> Shannon Leaper | <input type="radio"/> Mike Holt |
| <input type="radio"/> Denisha Dukes | <input type="radio"/> Denise Montgomery |
| <input type="radio"/> Heidi Duthoy | <input type="radio"/> Emily Rogers |
| <input type="radio"/> Chris Harrison | <input type="radio"/> Deb Van Petten |
| <input type="radio"/> Mesa Miller | <input type="radio"/> Ginger Williams |
| <input type="radio"/> Elizabeth Barwick | <input type="radio"/> Laura Wright |
| <input type="radio"/> Howard Carrier | |

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APPROACHABILITY

In order to have a successful reference transaction, shoppers must be able to identify that a reference librarian is available to provide assistance and also must feel comfortable in going to that person for help.

***5. Did the librarian stop all other activities when you approached them?**

- Yes
- No
- Does not apply

***6. Did the librarian establish initial eye contact?**

- Yes
- No

***7. Did the librarian acknowledge your presence with a smile and/or welcoming body language?**

- Yes
- No

***8. Did the librarian initiate the conversation with you?**

- Yes
- No
- Does not apply

***9. Did the librarian acknowledge others waiting for service?**

- Yes
- No
- Does not apply

***10. Did you feel comfortable with the librarian?**

- Yes
- No

***11. Did the librarian use language you understood?**

- Yes
- No

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*** 12. What did you like about the approachability of the librarian?**

*** 13. What did you NOT like about the approachability of the librarian?**

*** 14. What could the librarian have done to make the approachability better?**

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INTEREST

While not every query will contain stimulating intellectual challenges, the librarian should be interested in each shopper's informational need and should be committed to providing the most effective assistance.

***15. Did the librarian face you when you spoke?**

- Yes
- No

***16. Did the librarian maintain or re-establish eye contact with you throughout your visit?**

- Yes
- No

***17. Did the librarian use signals of verbal or non-verbal confirmation? E.g. nodding of the head, brief comments, questions, etc.**

- Yes
- No

***18. Did the librarian appear unhurried during your interaction?**

- Yes
- No

***19. Did the librarian focus his/her attention on you?**

- Yes
- No

***20. What did the librarian do to show interest that you liked?**

***21. What did you NOT like?**

***22. In your opinion, what could the librarian have better in order to show interest?**

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LISTENING / INQUIRING

The librarian must be effective in identifying the shopper's information needs and must do so in a manner that keeps shoppers at ease.

***23. Did the librarian communicate in a receptive, cordial and encouraging manner?**

- Yes
- No

***24. Did the librarian use an appropriate tone of voice? E.g. not demeaning, not too loud or harsh, not monotone, etc.**

- Yes
- No

***25. Did the librarian use open-ended questions to encourage you to expand on your request? Examples include: Please tell me more about your topic; What additional information can you give me; How much information do you need?**

- Yes
- No
- Does not apply

***26. Did the librarian use closed and/or clarifying questions to refine your search? Examples include: What have you already found; What type of information do you need (books, articles, etc.); Do you need current or historical information?**

- Yes
- No
- Does not apply

***27. What did you like about the librarian's listening/inquiry?**

***28. What did you NOT like?**

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***29. What could the librarian have done to make it better?**

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SEARCHING

The search process is important because without an effective search, the desired information is unlikely to be found and shoppers may become discouraged.

***30. Did the librarian ask you what you had already tried regarding your search?**

- Yes
- No
- Does not apply

***31. Did the librarian conduct a search strategy? This involves: selecting search terms that are most related to the desired information; verifying spelling and other possible factual errors in the original query; and/or identifying sources appropriate to your needs.**

- Yes
- No
- Does not apply

***32. Did the librarian attempt to search while you were there?**

- Yes
- No
- Does not apply

***33. Did the librarian explain the search strategy to you?**

- Yes
- No
- Does not apply

***34. Did the librarian work with you to narrow or broaden the topic when too little or too much information was identified?**

- Yes
- No
- Does not apply

***35. What did you like about how the librarian went about searching?**

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***36. What did you NOT like?**

***37. What could the librarian have done to search/inquire better?**

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FOLLOW UP

The librarian is responsible for determining if the shoppers are satisfied with the results of the search, and is also responsible for referring the shoppers to other sources if necessary.

***38. Did the librarian ask you if your questions were answered? Examples may be: Do these articles look appropriate; Do you want to look at the book and see if that is what you are looking for?**

Yes

No

***39. Did the librarian encourage you to return if you had any further questions?**

Yes

No

***40. Did the librarian consult other librarians or experts in the field when additional subject expertise was needed?**

Yes

No

Does not apply

***41. What did the librarian do that you liked concerning follow-up?**

***42. What did you NOT like about the follow-up?**

***43. What could the librarian have done better to follow-up with you?**

***44. Please enter your contact information for prize drawing.**

Name:

Email Address:

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*45. How would you like to receive your Papa John's coupon?

- Pick up from Employee Development Office
- Mailed to you

If mailed, please specify mailing address.