

## Exercise #3

### Questioning Techniques

**Instructions:** For each scenario listed below, write one open-ended question to elicit more information from the patron, one closed-ended question to narrow the question, and one neutral question to help with the reference interview process.

- A. A student comes to the library to work on a Shakespeare project and wants to find some criticism of Twelfth Night.
  
  
  
  
  
  
  
  
  
  
- B. A chemistry professor is looking for NMR spectra for three related organic compounds.
  
  
  
  
  
  
  
  
  
  
- C. An anonymous user of the instant messenger/chat service would like to know if you have any job listings.
  
  
  
  
  
  
  
  
  
  
- D. A mother and a fifth grader want to find an encyclopedia about California missions.
  
  
  
  
  
  
  
  
  
  
- E. A top administrator on campus calls to find out what (if anything) has been in the media about the campus during the previous week.