

Exercise #4

Observing the Role Playing

Instructions: Get in groups of three. In each group, one person plays the role of the patron, one plays the role of the librarian, and one plays the role of the observer.

- The patron asks the question and follows the lead of the librarian, but does not give away what is really needed.
- The librarian uses reference interview techniques to determine the real question behind the patron's initial query.
- The observer notes how the librarian uses the skills presented in this workshop, especially the use of open- and closed-ended questions.

The transaction is over when the observer and the patron agree that the librarian has identified the real information need.

As the observer: Make notes of the initial question, the use of open- and closed-ended questions, and any misdirection that the transaction takes. Each person playing the patron has a different set of questions, so no two transactions in your group will be the same!

Transaction 1.

Librarian:

Patron:

Initial question:

Open-ended questions:

Closed-ended questions:

Reassuring statements:

Comments:

Transaction 2.

Librarian:

Patron:

Initial question:

Open-ended questions:

Closed-ended questions:

Reassuring statements:

Comments: