On Tuesday, September 23, I called the Aspen Drive Library/Cook Memorial Public Library District in the evening. I wanted to ask “What are good (life lesson) books for my 7th grader daughter and how can I know if those books are age appropriate?

When I called, someone picked the phone and forwarded it to a specific branch.

The librarian who answered my call, greeted me with a hello and asked “What I can do for you?”. But she didn’t mention her name. And after listening my question, she asked me a few negotiating open-ended question. She asked me what types of books my daughter likes. According to Ross, Nilsen and Radford (2019), sense making and neutral questioning are integal part of reference interview. Also according to Cassell and Hiremath “it is important to rephrase the user’s questions to clarify the meaning and to ask open ended questions in response”. To her question, I answered that I need to check with my daughter to find her prefrences.

Then she suggested to me about the link in the Cook Memorial Library. She asked me to go to the website and after logging in to library website, she asked me to go to the bottom of the page and click on the button that said “Bookies”. She explained me about this “Bookie” system. She said, there will a form with all the details queries about the likes and dislikes for a reader. She said, after submitting the form, one of the librarians, sit down and compile 10 books according to form and send the reading suggestions to reader. According to Cassell and Hiremath, page -17,” Developing s successful search strategy and communicaiting it to the user and locating the innformation and evaluating it are the integral part of conducting reference interview”.

And at the end, she asked me the follow up question. She asked me “Anything else, you would like to know.” According to (RUSA, 2013), “The librarian is responsible for determining if patron is satisfied with results of search and referring the patron to other sources including those not available through the local library.”

I graded the interview as 3 out of 5 as she explained all about how to search the books but didn’t mention any specific book. Also, she didn’t answer the second part of the question. Apart from that, she helped to get 10 different books and she wanted to get feedback to use for future reference.

References:

1. Cassell, K. A & Hiremath, U. Reference and Information Services, 2018
2. Ross, C.S., Nilsen, K. & Radford, M.L. Conducting the reference interview 2019
3. “<http://www.ala.org/rusa/resources/guidelines/guidelinesbehavioral>”,2013