Comparative Rating Analysis Chart of the three different resources: SPL, Huntington Library, and OSPI in accordance to the five reference behavioral attributes outlined in the Guideline for Behavioral Performance of Reference and Information Service Providers (2004).

**SPL Huntington OSPI**

|  |  |  |  |
| --- | --- | --- | --- |
| ***Provider Attribute:*** |  |  |  |
| Visibility/Approachability | X | X | X |
| Interest | X |  |  |
| Listening Inquiry | X | X | X |
| Searching | X | X |  |
| Follow Up | X |  |  |