(1) Briefly describe the library that you called. Did the library identify the types of questions that would be answered via this mode of communication? Were there any service limitations? For example, only public patrons in a specific location or only students, staff, and faculty of a specific academic institution?

*The first library that I called was UC Boulder. I called twice throughout the day and the reference services desk did not answer the phone. I moved down the Google search list for libraries that had an open service desk (as it was Friday) and came across the City and County of Denver Library system, a place where I have applied for jobs before. I figured I might as well call the reference desk and see what they said.*  
(2) **Visibility:** Was the phone number prominently displayed on the library website or library card? Was it easy to reach the reference department?

*I remember only having to make a few clicks before instantly finding the number. It took me longer to gather my thoughts (I hate talking on the phone sometimes) and get up the courage to call them.*  
(3) **Approachability**: Did someone answer your call and respond to your query promptly or did you have to wait? Was there an automated menu? If so, was there an option for Spanish and English? How did the librarian answer the phone? Did the librarian sound approachable? How did the librarian answer the phone? For example, did he or she say something like "Reference desk! How may I help you?" or "Alvin Sherman Library Reference Desk. This is xxx. How may I help you?"

*They answered right away– a woman named Lauren helped me with my reference query.*  
(4) **Listening and Interest**: Did the librarian actively listen to your question? Did he or she show interest in the topic, or did you get the impression that the individual was simply going through the motions? For example, did you consider the librarian attentive/respectful/patient?

*When I began asking questions (where are the largest and most well known multimedia libraries in the country?) She didn’t really have a good answer for this, so I continued to narrow down and ask what kind of assets were at the Denver Public Library in that case, since she would know this more readily.*  
(5) **Inquiring:** How well did the librarian ask questions to assess your information need? For example, did the librarian attempt to clarify your information need by relevant open and closed asking questions? Did the librarian attempt to find out what you already knew about the subject? Did the librarian ask any questions about what types of resources you had access to?

*The librarian knew right away that I was doing MLIS homework, and began to help me with a question that I technically did not ask: What libraries are hiring and where are they? How does one find a job in librarianship in Denver?*  
(6) **Searching**: Did the librarian locate the requested information? Was the question answered thoroughly? When searching, did the librarian search in silence or did he or she keep you informed of what was happening?

*Ultimately we just ended up chatting about what jobs are available in Denver, and while I was enjoying the conversation and it was very helpful, I had other work to do, so I said I would call back another time as I was encouraged to do so if I was interested in talking further.*  
(7) Did the librarian use the reference transaction as an opportunity to provide instruction on search strategies and possible resources? For example, did she or he suggests keywords and Boolean operators you should use if searching a database, search engine, or catalog?

*We mostly were just discussing my classes that I was taking and whether I had learned about XYZ subject(s) yet.*  
(8) How well did the librarian do in providing an answer to your question based on the RUSA criteria?

*I feel like the librarian did very well in helping me with the information that she knew on hand already. I’m not really sure how the interaction would have turned out if I used my original question about Freddy Mercury, David Bowie, and glam rock. Probably very well, but since she knew I was an MLIS student, the curtain was somewhat pulled back.*

(9) How did the librarian deliver the information? Did the librarian take into account the sources you had from your location? For example, did he or she ask if you could come into the library to view books and articles? What about receiving faxes, email attachments, file sharing, or downloading from the Web? Did the librarian expect you to have Internet access or suggest that you come to the library for additional help or access to resources?

*We were mostly just talking and I typed up some of the things that she said. I think she assumed (rightfully) that I had all technology and search issues under control as she was aware that I was an MLIS student by this point.*  
(10) Did the librarian **follow up** and verify the success of the reference transaction? For example, did the librarian ask if you were satisfied with the information provided? Did she or he ask if you needed anything else? Or did the librarian just suggest that you could contact the library again if you needed anything else? If you needed to use an interlibrary loan, obtain a library card, or put a book on hold, did the librarian offer to walk you through the process?

*Lauren was \*so\* helpful that I really wanted to just get off the phone already and felt really awkward about the whole situation since I’ve applied there to work (at the reference desk, no less). I felt like I should have been more prepared to call a library that I’ve applied for a job at, but it didn’t occur to me at all to take this into consideration when I initially called, probably because I was nervous.*  
(11) How did the transaction and the method of communication leave you feeling? Satisfied, frustrated, comfortable, ....? What about the reference transaction do you think accounted for your reaction?

*I think I would have been very happy with my interaction or otherwise satisfied with the help if I hadn’t been “caught” being a library student, haha. But this indicated that Lauren is a good reference librarian as she was able to see through the questions I asked to the things I actually needed answers to.*  
(12) What did you learn from this experience about how you might do things differently if you had been the reference librarian? For example, is there anything else the reference librarian could or should have done to improve your experience?

*We really kind of got off topic. My original question was about multimedia libraries and we just ended up talking about jobs at local libraries, which again, was very helpful but was not technically my original question.*

Why RUSA matters in this case..

*Lauren was familiar with RUSA guidelines. She was also able to find out what I wanted and why I wanted it rather easily without me really saying very much, just by the way I asked questions and the sound of my voice. I assume that she’s normally very good at helping people find what they are looking for, but in my case I didn’t ask a standard question that most people would likely ask at the reference desk.*