

Coaching Checklist: Evaluating Library Reference Negotiation

Welcoming/Approachability

1. Is approachable, "open for business"
2. Makes eye contact
3. Puts work to the side when patron approaches
4. Attempts to make user feel at ease
5. Follows the client's train of thought
6. Shows empathy for the user
7. Is aware of nonverbal clues

Gathering Information

8. Uses open questions in the initial stages of negotiation
9. Waits until later stages for use of closed questions for clarification
10. Encourages user to discuss his/her information needs
11. Allows user to discuss information needs without interruption
12. Summarizes or paraphrases the user's query to insure mutual understanding
13. Gives client full attention
14. Remains objective about the content
15. Gives thorough consideration to the query before providing an answer

Confirming the Exact Question and Giving the Answer

16. Clarifies as needed for specific aspects of the question
17. Verifies query by paraphrasing and asking "Is that what you want to know?" or a similar question
18. Cites the source when giving the answer to a question

Following Up

19. Follows up by asking a question such as, "Does that answer your question?" or "Is that enough to get you started?"
20. Encourages patron to return if offered material does not answer the question
21. Offers referral if question is not answered; where possible, verifies that point of referral has the information needed