

# Model Reference Behaviors Checklist

	Observed (check)	Words Used by Reference Staff (Write Verbatim)
<b>Approachability</b>		
Smiles	_____	
Makes eye contact	_____	
Gives friendly greeting	_____	
Is at eye level	_____	
<b>Comfort</b>		
Speaks in relaxed tone	_____	
Goes with patron	_____	
<b>Interest</b>		
Maintains eye contact	_____	
Makes attentive comments	_____	
Gives full attention	_____	
<b>Listening</b>		
Does not interrupt	_____	
Paraphrases	_____	_____
Clarifies	_____	_____
<b>Inquiring</b>		
Probes (Asks open questions)	_____	_____
Verifies	_____	_____
<b>Searching</b>		
Finds answers in first source	_____	
Searches other sources	_____	
Keeps patron informed	_____	_____
Offers referral	_____	_____
<b>Informing</b>		
Speaks clearly	_____	
Checks if answer understood	_____	_____
Cites source	_____	_____
<b>Follow-up</b>		
Asks "Does this completely answer your question?"	_____	
Asks other follow-up questions	_____	_____