

Exercise #1

Extreme Reference

What you always wished you could say, but never really would.

Instructions: With a partner, discuss some of the more outrageous situations that you have been in while helping your users. Explain how you handled the situation in real life and how you really would have liked to have handled it.

A. Think of a reference situation in which you would have liked to have said something clever to the patron.

Describe the situation to your partner. What kind of patron was it (student, faculty, community)? What would you have liked to have said to the patron? How did you actually handle the situation?

B. Think of a reference situation in which you felt like you did a fantastic job for the patron.

Describe the situation to your partner. What kind of patron was it (student, faculty, community)? How did you handle the situation? What made this interaction special?

C. Think of a reference situation in which you felt like you did not understand the needs of the patron.

Describe the situation to your partner. What kind of patron was it (student, faculty, community)? How did you handle the situation? What made this interaction special?