Every Librarian a Reference Librarian – Handout

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We invite patrons to “ask a librarian” when they have a question. To the patron, anyone that works in a library is a librarian. Patrons will ask you questions. You can find answers to these questions by remembering **Hammer Time**.

**What is Hammer Time?**

It is having . . .

- **Confidence** – “Trust yourself. You know more than you think you do.” Benjamin Spock

- **Tools**
  - Match the right tool with the right question
  - Use Google
  - Know the tools for the FAQs in your library

- **Reference Dance** (aka the reference interview)
  - **All Cows Visit The Farm**
    - Attentive – be approachable, friendly, a good listener
    - Clarify – use mirror talk, rephrasing & open ended questions to find out the depth and scope of the “real question”
    - Verify – rephrase the question to make sure you got it
    - Tool – use the right tool for the question
    - Follow Up – a simple question “Do you have everything you need?”

**Additional Resources**

- [http://www.olc.org/ore/index.html](http://www.olc.org/ore/index.html)
  Ohio Library Council’s Ohio Reference Excellence training exercises

- *Conducting the Reference Interview: A How-to-Do-It Manual for Librarians*
  Catherine Sheldrick Ross (2009)

- *Reference and Information Services in the 21st Century: An Introduction*
  Kay Ann Cassell and Uma Hiremath (2011)