

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>
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)