

## 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)