

CRITERIA FOR EVALUATING COOPERATIVE LIBRARIANS' SESSIONS

1. **Technical**

- Closing session properly
- Conferencing properly (including leaving but not closing the session)
- Using page push/co-browsing appropriately if patron has trouble viewing page
- Sending to followup as needed
- Keeping hold times as short as possible

2. **Professional**

- Conducting adequate reference interview
- Using authoritative resources
- Using varied resources
- Using current resources
- Choosing resources at the appropriate level for the patron's research
- Using Policy Manual as needed
- Understanding the question
- Answering questions accurately
- Offering search term instruction as needed
- Appropriate length of session
- Citing answers

3. **Interpersonal**

- Chatting politely and professionally
- Chatting frequently, so patron doesn't have long lags without chat from librarian
- Using scripts appropriately, as needed
- Involving the patron in the search by providing explanation during searching
- Creating a welcoming atmosphere, especially when serving patrons from other libraries (i.e. not saying "I'm not from your library" before attempting to help)