

Appendix C

Main Study Interview Questions

☺ ☺ ☺ ☺ ☺ ☺ ☺ ☺ ☺ ☺

Preinteraction Questions for Librarians

1. What, for you, is the purpose of the reference interview?
2. Thinking back, can you recall a reference interview that you would consider particularly successful. Describe it. What, for you, made it successful?
3. Again, thinking back, can you recall a reference interview that you would consider particularly unsuccessful? Describe it. What, for you, made it unsuccessful?
4. How do you vary your technique among users?
5. In your mind, in reference interviews, what kind of qualities does a good library user have?
6. In your mind, in reference interviews, what kind of qualities does a poor user have? Have you known one? If yes, what were the things you remember best about him or her?
7. What would you say would be the qualities that a good reference librarian would have? Could you put these in order by importance?
8. What would you say would be the qualities that a poor reference librarian would have?
9. When you consider the important qualities of interactions, do you feel that new information technologies have an impact upon your work? If so, how?

Postinteraction Questions for Librarians

1. Would you please describe what happened?
2. How do you think it went?
3. Looking back on the interaction, what was important to you?
4. Do you think the user got the help he or she wanted? Why or why not?
5. How did the interaction measure up? Would you have changed anything if you could go back and do it again?

Postinteraction Questions for Users

1. A few minutes ago, you spoke to the reference librarian. Would you please describe what happened?
2. How do you think it went?
3. Did you get the help you needed? Why or why not?
4. If you needed help again, would you go back to the same person? Why or why not?
5. How useful was this discussion with the reference librarian to you? Why?
6. What, for you, are your goals or aims when you ask a librarian for help?
7. Thinking back over past times when you asked a librarian for help, can you recall a situation in which you were very pleased? Describe it.
8. Why were you pleased?
9. Again, thinking back over past times when you asked a librarian for help, can you recall a situation in which you were displeased? Describe it.
10. Why were you displeased?
11. How would you have changed this discussion if you could?